

Return & Exchange Policy

Thank you for shopping with Fieldhouse. We want your experience to be stress free. We will do everything we can to ship your order on time. Please review your item(s) carefully when you receive them. You may return or exchange your retail items in new original condition, (unwashed and unworn). *Returns and exchanges will only be accepted or processed within the 30 days from the time your item was shipped.* Please see our Return Policy details, exceptions and instructions below. There are no restocking fees for returned or exchanged items but you are responsible for the return shipping charges. Each item can be exchanged only one time. If you are still unsatisfied after receiving your replacement product, you may return it for a refund (less shipping):

- If you are exchanging your item we will ship your replacement item for free
- If you are exchanging for a larger size there may be a size premium charge
- If you are returning your item, we will issue you a refund (less shipping) within 10 days
- Your refund will be paid to you in the same form that the order was purchased

Return Policy Exceptions and Definitions

Some products cannot be returned or exchanged or may have an alternate return policy which will be clearly stated in the product's description. Examples of products that cannot be returned are:

- Products which have been customized as part of your order with any personalized text including names, can only be returned if the product or decoration is defective
- Products that are fulfilled by your organization, such as tickets
- Products fulfilled by a third party not affiliated with Fieldhouse
- Products ordered in bulk volume from Fieldhouse and distributed by your organization
- Retail products are products that are fulfilled on-demand by Fieldhouse or Fieldhouse partners

Please contact Fieldhouse if you have a question about the return policy for an item on your store.

Return Instructions

If you believe your item was produced incorrectly or damaged when you received it, please contact Fieldhouse as soon as possible for instructions before returning your item. Please have your sale number ready when contacting us so that we can better assist you.

Please note that we only accept returns as defined on our return & exchange Policy above. Carefully follow the return instructions (LINK DOES NOT WORK) that we will send you so we can process your return expeditiously.

Instructions for packaging your return

Step 1: Contact Fieldhouse at 877-232-9785 to receive a return/exchange form.

Step 2: Complete the return/exchange form. We cannot process your return without this completed form.

Step 3: Pack your item(s) securely in a box or bag.

Step 4: Address your package to:

Fieldhouse Inc.
Attn: Returns/Exchanges
1220 116th Avenue NE, Suite 200
Bellevue, WA 98004

Step 5: Ship your items via the carrier of your choice. Please be sure to add tracking or delivery confirmation to your package, as we will not replace or refund items that we do not receive.



BACK TO HELP CENTER

If you have questions or need more information, please contact us at 877-232-9785 or customerservice@fieldhouse.com.

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