



McDonald Uniforms
3019 Darnell Road · Philadelphia, PA 19154
Phone 800-426-3291 · Fax 215-673-0607
service@mcdonalduniforms.com · www.UniformSpec.com



RETURN & EXCHANGE FORM

Type into this form on screen, or print and fill it out by hand.
Fields marked * are required.

1 Fill it out
Complete sections 1–5 and sign at the bottom.

2 Pack it
Include this form **and a copy of your packing slip**.

3 Ship it
Within **60 days** of purchase, to the address on the back.

1 Your Information

FULL NAME *		AGENCY / DEPARTMENT (IF APPLICABLE)	
PHONE *	EMAIL *	INVOICE OR ORDER # (ON PACKING SLIP) *	
SHIPPING ADDRESS *		CITY *	STATE * ZIP *

2 Items You're Returning *Use a reason code from the list below*

QTY	ITEM #	DESCRIPTION	SIZE / COLOR	REASON CODE

PRODUCT OR ORDER ISSUE *no restocking fee*

A Wrong item shipped / not my order **B** Defective or damaged
C Customization error **D** Item or part missing **E** Not as described

CUSTOMER CHOICE *15% restocking fee may apply*

F Doesn't fit / wrong size ordered **G** Wrong style or color ordered
H Ordered by mistake / not needed **I** Other (explain in description)

3 What Would You Like? *Choose one*

☐ Exchange ☐ Replacement ☐ Refund ☐ Store Credit ☐ Repair / Warranty

4 Exchange or Replacement Items *Only if you chose Exchange or Replacement*

QTY	ITEM #	DESCRIPTION	SIZE / COLOR	PRICE EACH

5 Payment for Any Balance Due *Exchange price difference, shipping on new items, or restocking fee*

☐ Credit card ☐ Check enclosed ☐ Purchase order *We'll calculate the total and contact you with any questions.*

CARD NUMBER	EXP (MM/YY)	SEC CODE	PO # (EMAIL, FAX, OR MAIL US A COPY OF THE PO)

6 Review & Sign

By signing, I confirm I have read the Return & Exchange Policy on the back of this form and understand that: I am responsible for the cost of shipping my return, and for the shipping to send any exchange; shipping charges are not refunded; items that are washed, worn, or not returned in their original condition may be sent back to me and denied credit or exchange; McDonald Uniforms is not responsible for return shipments lost in transit; and **certain returns and exchanges may be subject to a 15% restocking fee.**

CUSTOMER SIGNATURE *	DATE *

OFFICE USE ONLY Date rec'd _____ Rec'd by _____ Credit / RA # _____ Restocking fee: ☐ Yes ☐ No Fee \$ _____



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RETURN & EXCHANGE POLICY

McDonald Uniforms provides you with quality products, and your satisfaction is very important to us. Please read the policy below before sending a return or exchange. We can't process a refund or exchange until we receive both your merchandise and the completed form on the other side. Questions? Call **800-426-3291** or email **service@mcdonalduniforms.com** — we're happy to help.

Return Requirements

- Returns and exchanges must be made within **60 days of purchase**.
- Include the **completed Return & Exchange Form** and a **copy of your original packing slip**.
- Merchandise must be **unworn, unwashed, and in its original packaging** with tags attached, with no evidence of use.

IMPORTANT: Try It On — But Don't Wear It

Do not wash, alter, or put into service any shirts, pants, footwear, outerwear, or other clothing until you're sure the size and style are right. You may try items on at home and try footwear on a carpeted surface. Once an item has been washed or worn, or shows any evidence of use, we cannot accept it and it will be returned to you.

Custom, Clearance & Discontinued Items

- Custom and customized products made to your specifications (emblems, embroidery, lettering, hemming, alterations, etc.) are generally **not returnable**. We will always accept items that are defective or have a customization error on our part.
- Clearance and discontinued items are sold **"as is"** and cannot be returned.

15% RESTOCKING FEE

Certain returns and exchanges may be subject to a **15% restocking fee**, based on the item's purchase price. This may apply to:

- Customized items (emblems, embroidery, lettering, hemming, alterations) that we agree to accept back
- Special-order or non-stock items ordered specifically for you
- Returns or exchanges due to an ordering error — the wrong size, style, or color was ordered
- Items returned without their original packaging or tags

The fee is deducted from your refund or credit, or added to your exchange balance. **No restocking fee applies when a return is due to our error or a manufacturer defect.**

Shipping

- You are responsible for the cost of shipping your return to us. Shipping charges are not refunded.
- For size or style exchanges, you are also responsible for the shipping charge to send your new item.
- Please use a trusted carrier with **tracking and insurance**. We are not responsible for items lost in your return shipment.

Warranties

- Many of our manufacturers offer warranties on their products. Warranty claims may take several weeks to process.
- Once we receive your returned merchandise, we will process your request promptly.

SHIP YOUR RETURN TO:

Include this form, a copy of your original packing slip, and your merchandise.

McDonald Uniforms

ATTN: Returns Department
3019 Darnell Road
Philadelphia, PA 19154