

RETURNS POLICY

SLD, of the adidas Group Returns Department
adidas Team
8677 Logo Athletic Court
Indianapolis, IN 46219
SLDReturnRequest@adidas-group.com
877-409-0628

General Returns Policy

All returns must be pre-approved by the SLD Returns Department. Requests for approval of returns must be received in writing (using Return Request Form) by the Returns Department within 120 days of invoice date.

Customer accommodations and refused shipments may be subject to a fifteen percent (15%) restocking fee. Additional charges will be assessed for apparel that requires rebagging or untagging prior to its return to SLD stock.

Credit will be issued at the invoiced price. If no invoice is provided, SLD will use the lowest price sold to customer.

All returns must be accompanied by a Return Authorization Letter, provided by the Returns Department upon approval. The Return Authorization Number must be clearly marked on the outside of the carton. Any returns not bearing the Return Authorization Number will be shipped back to the customer at the customer's expense.

All accommodation returns must be shipped prepaid at customer's expense. For mis-shipments and defective returns, SLD will send call tags or provide freight allowance. Please follow shipping instructions below:

Defective Returns Policy

Whether product is defective will be determined by SLD's discretion. Freight allowances will be given upon receipt of a freight bill or we will send call tags if requested.

Packing and Handling of Returns

It is the customer's responsibility to ensure returns meet the following criteria, otherwise additional charges may be assessed.

- Only return product that was approved and it listed in Return Authorization letter.
- Merchandise must e returned in the same saleable condition as received.
- Return Authorization Number must be clearly visible on the outside of the carton.
- Do not mix product from different Return Requests in the same carton.
- Any labels or price stickers applied by customer must be removed before goods are returned.
- Cartons should be packed in a secure manner and should not be damaged.

Shipping Instructions

SLD Apparel Returns

SLD, the adidas Group
Attn: Returns Dept
8677 Logo Athletic Court
Indianapolis, IN 46219

SLD Headwear Returns

SLD, the adidas Group Headwear
Attn: Returns Dept

Mattapoisett, MA

Appendix

The following are not authorized for return:

Samples (both salesman and fit samples)
Promo Orders
Book Only styles/colors
Used, worn or dirty items
Discontinued Styles
Embellished items

Return Authorization Service Levels

Defective Return Requests

- 48 hours unless additional research must be completed

Mis-shipment Return Requests

- 48 hours unless additional research must be completed or approvals are not obtained within this timeframe.

Accommodation Return Requests

- 48 hours unless approvals are not obtained within this timeframe.

Refused Shipments

- 48 hours unless processing takes longer and a 15% restocking fee is applied.