

## LAX.COM RETURNS INFORMATION

Mail your package back to: **LAX.COM RETURNS - 345 WILSON AVE - NORWALK, CT 06854**

### Return Information:

Returns for new, unused products are never a problem. Items must be returned in the original packaging with tags attached. Returns must be received within 30 days after purchase for a full refund.

Once a return is received by LAX.com it can take up to **10 business days to process**. LAX.com is not responsible for shipping charges on returned items that we filled correctly and we do not refund the original shipping costs associated with your order.

**Shoe/Cleat Return Policy:** Shoes and cleats must be returned in the original packaging/box that they were shipped in. Shoe boxes must be placed in another box or bag, do not tape the shoe box closed or adhere shipping labels to the shoe box. Doing so will render the shoes as non-resellable and will void any return. If shoes are worn in any manner, on turf, or grass they are not acceptable as a return. If they do, they are in non-resellable condition and we cannot accept the return, and the shoes will be returned to you.

**Helmets/Final Sale Items:** Custom items, like stringing, cannot be returned. **All Cascade helmets have a \$35 re-stocking fee**, as per Cascade. STX Rival & Warrior Burn custom helmets are a final sale and can not be returned. Returns are not accepted on field equipment such as nets, backstops, goals, bounce backs or from our Deals page. To read our entire policy [click here](#).

Simply send back your items to: **LAX.com Returns - 345 Wilson Avenue - Norwalk, CT 06854 with this form.**

**YOUR ORIGINAL ORDER NUMBER:** \_\_\_\_\_

**FIRST NAME:** \_\_\_\_\_ **LAST NAME:** \_\_\_\_\_

**REASON FOR RETURN:** \_\_\_\_\_

\_\_\_\_\_

### CONTACT INFORMATION:

**EMAIL:** \_\_\_\_\_

**PHONE:** \_\_\_\_\_

### ADDITIONAL INFORMATION:

Be sure to snap a picture with your phone of the tracking number that you were given by the carrier (USPS, UPS, FEDEX) you used to return the package to us. That is an easy way for you to keep track when the package will be delivered back to Lax.com. Once returned it can take up to 10 business days to process the return.

We can provide a return label for you via email, however a \$20 minimum will be deducted from your return amount. Depending on the weight of the return the charge could be more. Email your request to [questions@lax.com](mailto:questions@lax.com) for a return label request approval.

TALK TO A PRO: 855-255-5294 or [questions@lax.com](mailto:questions@lax.com)