

DISTRIBUTION CENTER:  
 TIGERS LOGISTICS  
 ATTN: ONLINE ORDER RETURNS  
 14950 FAA BLVD  
 FORT WORTH, TX 76155



CONTACT US :  
 1- 877- HAT- 1895  
 CUSTOMERSERVICE@GOORIN.COM

**THE GUIDELINES**

- Whenever possible, please return items clean and unworn, and with the original receipt.
- Customers are responsible for all return shipping costs, unless your order arrives incorrect or damaged, in which case please contact us at 877-428-1895, or at customerservice@goorin.com for a prepaid UPS return shipping label.
- Returns with the original receipt will be credited in the original form of payment for the amount paid.
- Returns with a Gift Receipt will be issued a Gift Card.
- Returns without a receipt will be offered a store credit or exchange for the current selling price.
- We offer a one-time sale price adjustment on merchandise purchased within 14 days.

**RETURNING YOUR IN-STORE PURCHASE**

1. To ensure proper processing, please return your Goorin Bros. in-store purchases to any Goorin Bros. retail location in the US or Canada, for exchange, refund, or store credit.
2. This form may be used to accompany the shipment if you are mailing to a Retail location; please be certain to include your contact information, telephone or email, in the “Additional Comments” section, should the shop need to reach out to you.

**RETURNING YOUR ONLINE PURCHASE**

Please ship your online purchase via preferred method to:

Tigers Logistics  
 Attn: Online Order Returns  
 14950 FAA Blvd  
 Fort Worth, TX 76155

**Online Order Returns for Refund or a Gift Card**

1. Please note the item name, sku number, color and size in the grid below, as well as your reason for the return, and whether you prefer a refund or Gift Card.
2. Please make note of your contact information, telephone or email, in the “Additional Comments” should our Customer Care team need to contact you.
3. Pack up your return and include this form with the package.
4. You will receive email confirmation once your refund has been processed, or, Gift Card mailed.

**Online Order Returns for Exchange**

1. Please note that at this time we are able to exchange online purchases returned to our Distribution Center, for the same style, different size or color, only. (If you prefer an alternate style, please place a new order for the item, and follow the steps above for returning your original order for a refund.)
2. Please make note of the reason for your exchange, and the size or color you prefer, in the “Additional Comments”.
3. Please also make note of your contact information, telephone or email, in the “Additional Comments”, should our Customer Care team need to contact you.
4. Pack up your return and include this form with the package.
5. You will receive email confirmation once your exchange has been shipped.

ITEM NAME	SKU	COLOR	SIZE	QTY	REASON* CODE BELOW	PLEASE CHECK ONE		
						REFUND	EXCHANGE	GIFT CARD
ADDITIONAL COMMENTS								

\* **01** - TOO BIG • **02** -TOO SMALL • **03** - COLOR NOT AS EXPECTED  
**04** - QUALITY NOT AS EXPECTED • **05** - INCORRECT ITEM • **06** - ARRIVED DAMAGED/DEFECTIVE  
**07** - GIFT RETURN • **08** - OTHER (PLEASE SPECIFY IN ADDITIONAL COMMENTS)

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