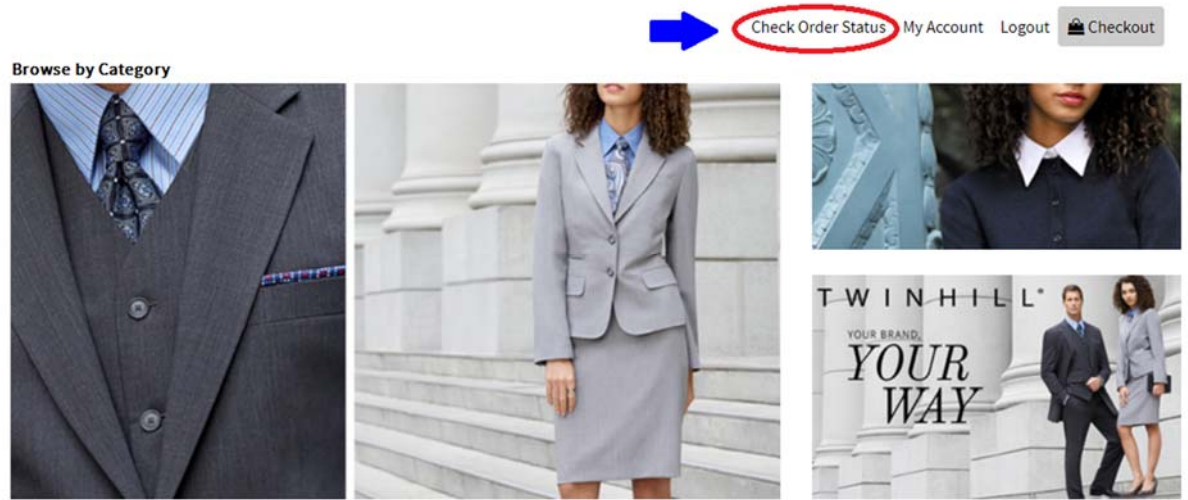


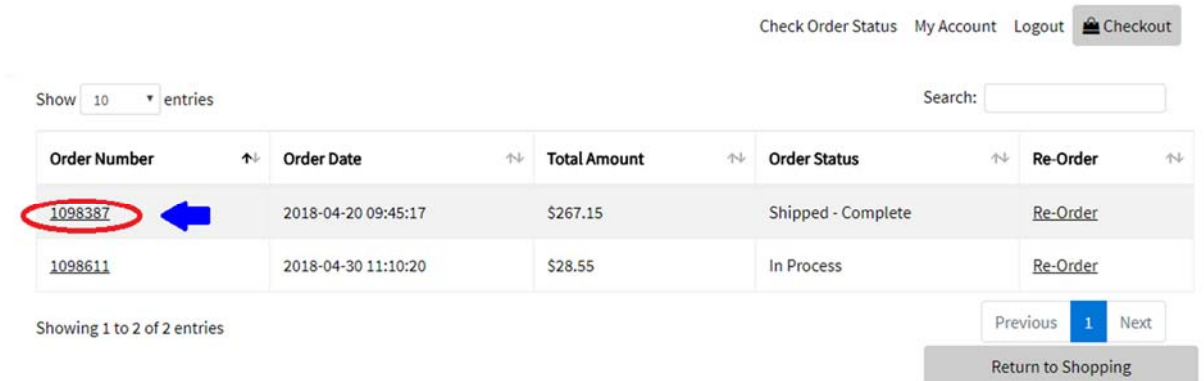
How do I Place a Return or Exchange?

How do I Place a Return?

Step 1: Once you are logged in, select the “Check Order Status” button from the user menu shown below.



Step 2: This is the order status page where you are able to see all past orders and the current status they are in. On this page you are also able to place a reorder or a return/exchange. For this example we are placing a return. Simply select the order number of the item you wish to return.



Step 3: Make sure that the correct order has been selected. When you are ready, select the "Submit Return/Exchange" button.

[Check Order Status](#)
[My Account](#)
[Logout](#)
[Checkout](#)

TwinHillDemo Default
 123 s
 Houston, TX, 12345,

TwinHillDemo Default
 123 s
 Houston, TX, 12345,

Order Number: 1098387
 Order Date: 2018-04-20 09:45:17
 Shipping Status: Shipped - Complete

Shipping Method: FedEx - Fed Ex Ground

Direct Billing:PO# - Unspecified

Product	Color	Availability	Qty	List Price	Discount Price	Total
Eastside Jacket, 140-0001-101 Size: 35 REGULAR	BLACK	FORCESHIPED on 05/02/2018	1	\$140.75		\$140.75
Olivia Dress, 290-0017-102 Size: 4 REGULAR	BLACK	FORCESHIPED on 05/02/2018	1	\$97.85		\$97.85
Solid Broadcloth Shirt, 400-0026-101 Size: M	COBALT	FORCESHIPED on 05/02/2018	1	\$28.55		\$28.55

Order Summary	
Subtotal	\$267.15
Shipping	\$0.00
Tax	\$0.00
Total	\$267.15



[Print Order Status](#)
[Return to Order List](#)
[Return to Shopping](#)
[Submit Return/Exchange](#)

Step 4: Select which items need to be returned along with the return reasons. Once this information has been filled out, continue by selecting the “Continue Return/Exchange” button. Note: you can place a return and an exchange at the same time. You do not need to go through this process for each action.

Twin Hill garments are returnable within 90 days of receipt with no restocking fee.

Custom modified or embroidered garments will not be accepted for return unless defective.

Return Steps:

1. Complete the online return form
2. Print and enclose the form with your merchandise, pack securely, and use original packaging if possible
3. Mail your package to the address listed below.

Mail To:

Twin Hill Returns
5630 Renwick
Houston TX 77081

Order Details:

Order Number: 1098387
Order Date: 2018-04-20 09:45:17
Shipping Status: Shipped - Complete

Shipping to:

TwinhillDemo Default
123 s
Houston, TX , 12345,

Shipping Method: FedEx - Fed Ex Ground

Product	Color	Qty	List Price	Discount Price	Total	Return Qty	Reason Code
Eastside Jacket, 140-0001-101 Size: 35 REGULAR	BLACK	1	\$140.75		\$140.75	1	Return for credit
Olivia Dress, 290-0017-102 Size: 4 REGULAR	BLACK	1	\$97.85		\$97.85	0	Choose a reason for return
Solid Broadcloth Shirt, 400-0026-101 Size: M	COBALT	1	\$28.55		\$28.55	0	Choose a reason for return




[Return to Order List](#)
[Previous Page](#)
[Continue Return/ Exchange](#)

Step 5: When only a return is being placed, there will be no action to take other than to select the “Submit Return/Exchange” button. Note: You are able to submit a return and exchange in one step as shown below.

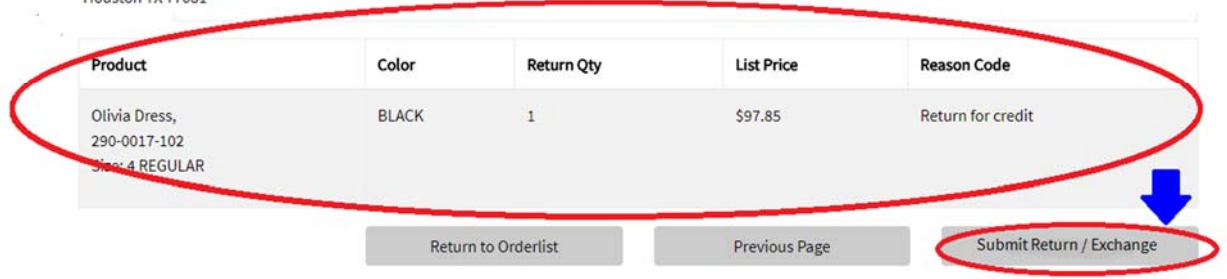
Shipping Address:
5630 Renwick
Houston TX 77081

Shipping Method: FedEx - Fed Ex Ground

Check Order Status My Account Logout  Checkout

Product	Color	Return Qty	List Price	Reason Code
Olivia Dress, 290-0017-102 Size: 4 REGULAR	BLACK	1	\$97.85	Return for credit

Return to Orderlist Previous Page **Submit Return / Exchange**



Step 6: You will see this pop-up once you have selected the “Submit Return/Exchange” button. Make sure to **print** the Return/Exchange form and **send it in** with your Return/Exchange order.

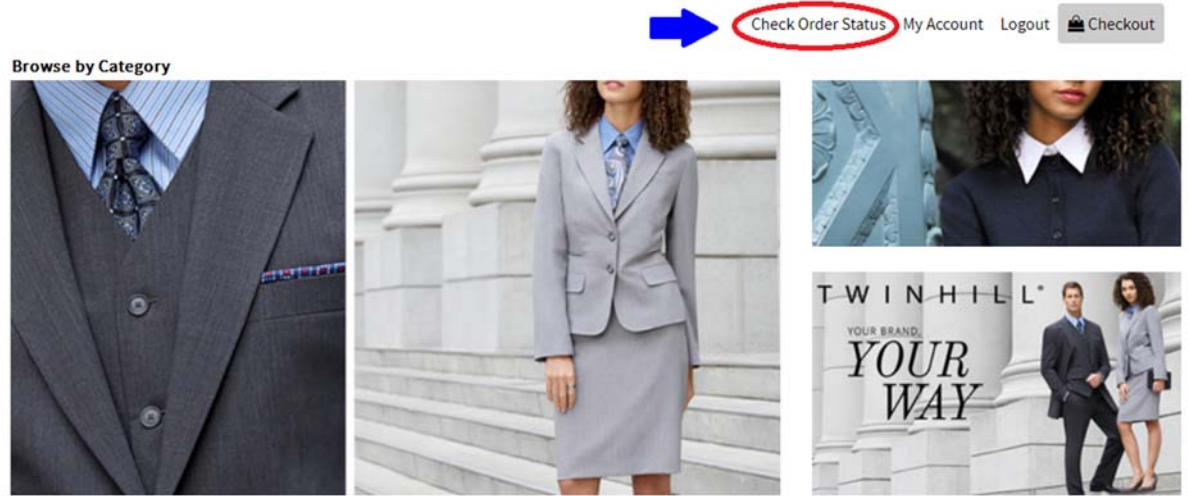
Return/Exchange

A copy of your return/exchange form has been sent to your default email. Please include this form in your package alongside items.

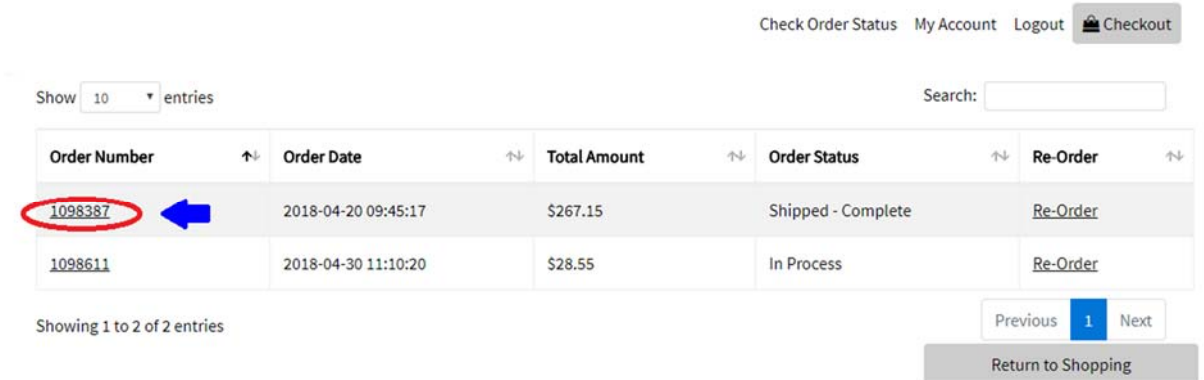
Print Form Download Form Continue Shopping

How do I Place an Exchange?

Step 1: Once you are logged in, select the "Check Order Status" button from the user menu shown below.



Step 2: Below is the order status page where you will be able to see all past orders and their current status. On this page you are able to place a reorder or a return/exchange. For this example we are placing an exchange order. Simply select the order number of the item you wish to exchange.



Step 3: Make sure the correct order has been selected. When you are ready, select the “Submit Return/Exchange” button.

[Check Order Status](#)
[My Account](#)
[Logout](#)
[Checkout](#)

TwinHillDemo Default
 123 s
 Houston, TX , 12345,

TwinHillDemo Default
 123 s
 Houston, TX , 12345,

Order Number: 1098387
 Order Date: 2018-04-20 09:45:17
 Shipping Status: Shipped - Complete

Shipping Method: FedEx - Fed Ex Ground

Direct Billing :PO# - Unspecified

Product	Color	Availability	Qty	List Price	Discount Price	Total
Eastside Jacket, 140-0001-101 Size: 35 REGULAR	BLACK	FORCESHIPED on 05/02/2018	1	\$140.75		\$140.75
Olivia Dress, 290-0017-102 Size: 4 REGULAR	BLACK	FORCESHIPED on 05/02/2018	1	\$97.85		\$97.85
Solid Broadcloth Shirt, 400-0026-101 Size: M	COBALT	FORCESHIPED on 05/02/2018	1	\$28.55		\$28.55

Order Summary	
Subtotal	\$267.15
Shipping	\$0.00
Tax	\$0.00
Total	\$267.15



[Print Order Status](#)
[Return to Order List](#)
[Return to Shopping](#)
[Submit Return/Exchange](#)

Step 4: Next you will need to select which items need to be exchanged along with the return reasons. Once this has been filled out, continue by selecting the “Continue Return/Exchange” button. Note: you can place a return and an exchange at the same time. You do not need to go through this process for each action.

Twin Hill garments are returnable within 90 days of receipt with no restocking fee.
 Custom modified or embroidered garments will not be accepted for return unless defective.

Return Steps:

1. Complete the online return form
2. Print and enclose the form with your merchandise, pack securely, and use original packaging if possible
3. Mail your package to the address listed below.

Mail To:
 Twin Hill Returns
 5630 Renwick
 Houston TX 77081

Order Details:

Order Number: 1098387
 Order Date: 2018-04-20 09:45:17
 Shipping Status: Shipped - Complete

Shipping to:

TwinhillDemo Default
 123 s
 Houston, TX , 12345,

Shipping Method: FedEx - Fed Ex Ground

Product	Color	Qty	List Price	Discount Price	Total	Return Qty	Reason Code
Eastside Jacket, 140-0001-101 Size: 35 REGULAR	BLACK	1	\$140.75		\$140.75	1	Exchange of size
Olivia Dress, 290-0017-102 Size: 4 REGULAR	BLACK	1	\$97.85		\$97.85	0	Choose a reason for return
Solid Broadcloth Shirt, 400-0026-101 Size: M	COBALT	1	\$28.55		\$28.55	0	Choose a reason for return



Step 3: On the page below, you will have options to choose size, color and quantity of the exchange item (example 1). Note: Quantity is an editable field but must match the quantity selected on the previous screen.

If you are exchanging two of the same item, but would like it in two different colors, click “Add Next Item” (example 2).

Select the “Submit Return/Exchange” button to continue (example 3).

[Check Order Status](#)
[My Account](#)
[Logout](#)
[Checkout](#)

Shipping Address:
5630 Renwick
Houston TX 77081

Shipping Method: FedEx - Fed Ex Ground

Product	Color	Return Qty	List Price	Reason Code
JCKT, ML EASTSIDE-2 BUTTON, 140-0001-101 Size: 35 REGULAR	BLACK	1	\$140.75	Exchange of size

Product	Size	Color	Qty	List Price
JCKT, ML EASTSIDE-2 BUTTON, 140-0001-101	36 SHORT	CHARCOAL <small>Contact Customer Service</small>	1	\$140.75

2 [Add Next Item](#)
3

[Return to Orderlist](#)
[Previous Page](#)
[Submit Return / Exchange](#)

Step 4: You will see this pop-up once you have selected the “Submit Return/Exchange” button. Make sure to **print** the Return/Exchange form and **send it in** with your Return/Exchange order.

Return/Exchange

A copy of your return/exchange form has been sent to your default email. Please include this form in your package alongside items.

[Print Form](#)
[Download Form](#)
[Continue Shopping](#)