

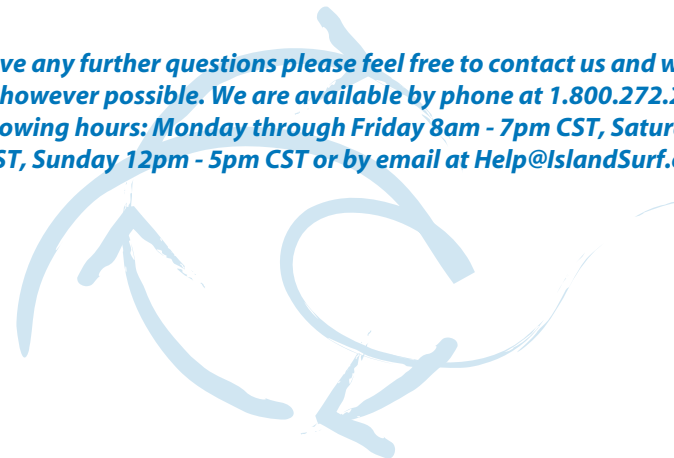


**Thank you for your recent order with IslandSurf.com. If you ordered more than one item your order may be a SPLIT SHIPMENT. The remaining items will be shipping from one of our two Florida locations or our Colorado location. If you have not already received the remainder of your order you may expect the shipment to arrive within 1 - 2 business days unless otherwise stated.**

*(Please check order status on [www.IslandSurf.com](http://www.IslandSurf.com) for additional tracking numbers)*

**We apologize for any inconvenience and hope you enjoy the item(s) you have purchased.**

**Should you have any further questions please feel free to contact us and we will assist you however possible. We are available by phone at 1.800.272.2065 during the following hours: Monday through Friday 8am - 7pm CST, Saturday 10am - 3pm CST, Sunday 12pm - 5pm CST or by email at [Help@IslandSurf.com](mailto:Help@IslandSurf.com).**



**Aloha! Questions?**

Call 1.800.272.2065  
Help@IslandSurf.com

Monday - Friday: 8a - 7p (CST)  
Saturday: 10a - 3p (CST)  
Sunday: 12p - 5p (CST)

**Speedy Exchange - It's Easy!**

**Speedy Exchange is the fastest way to receive your new items.** Place a new order at IslandSurf.com and we will ship your new order out immediately. When we receive your returned item(s) you will receive a full refund for the price of the item(s) returned. Here are step-by-step instructions for completing a Speedy Exchange:

1. Place a new order at IslandSurf.com.
2. Write your new IslandSurf order number here →
3. Fill out which item(s) you are returning on the form below.
4. Pack all items in original package or secure packaging. Be sure to include this form.
5. Return your package through any insured mail service.
6. We will send a confirmation email once your Speedy Exchange has been completed.

**Return**

A Return involves sending the item(s) back requesting a refund. All returns will be refunded\* using the original payment method. Here are step-by-step instructions for completing a Return:

1. Fill out the form below for your refund.
2. Pack all item(s) in original package or secure packaging. Be sure to include this form.
3. Return your package through any insured mail service.
4. We will send a confirmation email once your refund has been completed.

\* Returned items must be in an unused and resaleable condition with original tags. IslandSurf.com is only responsible for items returned using a shipping label which provides proof of delivery. IslandSurf.com cannot accept COD. Unless notified otherwise we will credit/charge the card used in your original transaction. Please allow 1-3 business days for your return to be completed. If you wish to request a basic exchange please call customer service at 1.800.272.2065

Please mail your return to:

**IslandSurf.com**  
**ATTN: Returns Department**  
**22100 E 26th Ave**  
**Aurora, CO 80019**

**Please check the type of your return:** (Check One)  Speedy Exchange  Return Only

**Reason Codes\***

A - Didn't like the Item	D - Received wrong item	G - Not as pictured	J - Other
B - Item arrived damaged	E - Ordered wrong item	H - Poor quality	
C - Item is defective	F - Item did not fit	I - Arrived too late	

**What I'm Returning** (You may return any unused item(s) for up to 365 days from purchase!)

Reason Code*	Item #	Product Name	Color	Size	Qty

Notes: