



# Return Merchandise Authorization (RMA) Form

Returning an item to City Grounds is fast and easy. If any item you purchased does not meet your expectations, send it back within 7 days - we'll issue a full refund of the original purchase price (minus shipping charges) via the same payment method you used. No separate RMA number is needed, simply include your order number.

### INSTRUCTIONS

1. Mark your order number on the outside of the shipping container
2. Complete this form and include with your items inside the box
3. Send via the carrier of your choice to:

(We suggest using an insured, trackable shipping method, especially on more expensive items.)

City Grounds  
 Attn: Return/Exchange  
 3002 Dow Avenue #112  
 Tustin, CA 92780

NAME (Last, First) \_\_\_\_\_ ORDER # \_\_\_\_\_

Items To Return			
Item #	Description	Qty	Reason Code

Shipping is at your expense, unless City Grounds sent you a wrong or damaged item. Please allow 10 business days to see your refund on your credit card statement or online banking.

If you still have questions, call us at 1-866-550-7423. Thank you for shopping with City Grounds.

REASON CODES	
10 – Ordered Wrong Item	50 – Wrong Size
20 – Not As Advertised	60 – Delivery Timing
30 – Poor Quality	70 – Changed My Mind
40 – Parts Missing	80 – Hate It!