

***Return/Exchange Policy:***

You may return for a full refund (less shipping) any product within a period of 30 days from the date of shipment. Items can be returned for refund only if they are in their original packaging and in the same condition as sold. Worn or washed garments cannot be returned. A \$5.00 return/exchange restocking fee will apply.

You may return for exchange (minus shipping) the same item for a different size. (plus shipping of the new item) You may return damaged or defective items. (including shipping costs) All returns/exchanges must be within a 30 day period of receipt of the item. If the item(s) were damaged in shipping, please be sure to hold on to all materials until the shipping provider has had an opportunity to inspect the package, if they wish for claims payment purposes.

In all cases, to return any item you **must** call or e-mail for prior approval and obtain a Return Merchandise Authorization (RMA) To obtain an RMA, contact the Great Reno Balloon Race Returns Department at the number below. Please ship the items back to us prepaid. It is recommended that you insure the package for your protection. The Great Reno Balloon race will not be responsible for packages that are lost or damaged during the return shipment.

***Please contact us to request a Return Merchandise Authorization (RMA) number in order to ensure proper credit for return. You may contact us via email at [grbrreturns@jlhmail.com](mailto:grbrreturns@jlhmail.com) or by phone at (775)355-6800 and ask for The Great Reno Balloon Race Returns Department. RETURNS WILL NOT BE ACCEPTED WITHOUT AN RMA#.***

***Send returns to:  
JLH Inc.  
2225 E. Greg Street, Suite 105  
Sparks, Nevada 89431***