

# Welcome to Clöz™

Clöz has built its reputation on providing innovative and quality products. Our goal is complete satisfaction. Following is an outline for processing a return or exchange, or you may visit [www.cloz.com/returns](http://www.cloz.com/returns) for additional information.

## RETAIL STORE MERCHANDISE RETURNS:

If you have made a purchase from one of our retail locations, only the merchandise you purchased from that location can be returned to that location. If you have made a purchase from our catalogue or web site, you will need to follow the instructions listed below.

- Retail items with their original receipt can be returned for full credit in their original, un-washed, un-altered, non-monogrammed / personalized condition within 14 days.
- All sale item merchandise is a final sale. No returns or exchanges.
- Merchandise returned 15-30 days after purchase will receive a store credit only.
- Merchandise returned without a receipt will receive a store credit for the lowest amount currently listed for the item including sale prices as long as the item is still being offered at the store.
- Merchandise without a receipt and no longer sold at the store cannot be returned for refund or credit.
- Store merchandise cannot be returned after 30 days.
- Refunds are issued in the manner in which the purchase was made. Only cash refunds under \$100.00 will be returned in cash if less than a 14 day purchase. Cash sales greater than \$100.00 will receive a company check. Please allow up to 21 days for processing.
- Gift receipt returns will receive a store credit only prior to 30 days of merchandise receipt.

## CATALOGUE OR INTERNET MERCHANDISE RETURNS:

- Catalogue and Internet merchandise in its un-washed, un-altered, non-monogrammed / personalized condition can be returned for full credit if received within 21 days from ship date.
- Other restrictions may apply to your return on certain items like socks, underwear, and other monogrammed apparel.
  - These types of items cannot be returned or exchanged regardless of the date.
  - These items should be listed individually in the catalogue or on the web site as non-returnable/exchangeable items.
- No refund or credit will be given for non-returnable or exchangeable merchandise.
- Merchandise returned 22 to 45 days after shipment in its un-washed, un-altered, non-monogrammed / personalized condition can be returned for merchandise credit.
- Merchandise cannot be returned or exchanged after 45 days from shipment.

## HOW TO RETURN / EXCHANGE INTERNET, CATALOGUE OR NON-STOCK RETAIL STORE MERCHANDISE:

- Before you package your merchandise for refund or exchange, please visit [www.cloz.com/RAnumber](http://www.cloz.com/RAnumber) to obtain a Return Authorization Number (RA #). You may also call Clöz customer service at (773) 247-8879 between the hours of 8 am to 4 pm Mon – Fri. CST (9 am-5pm EST).
- Merchandise will not be accepted for processing without an RA # on the outside of the box.
- Please note: Items you wish returned should already be indicated as part of the RA process either from your web entry or call to customer service. Please do not include additional merchandise that has not already been indicated as a return request. If you need to return additional merchandise you will need to create another return and obtain a new RA #.
- Please include a copy of your RA # receipt with your merchandise. Once you have indicated your RA number on the outside of your package; please send your return via an insured carrier to:
  - Clöz Return Department • 2910 West 36th Street • Chicago, IL 60632
- The shipping charges for the merchandise you return for refund or exchange is your responsibility.

- Please make sure you ship your package insured and prepaid via FedEx, UPS, USPS or DHL. Clöz does not accept responsibility for uninsured or non-receipt verification returned packages.
- Upon receipt of your returned merchandise, Clöz will process your return and / or exchange and process the return refund and / or process the requested replacement items.

## EXCHANGES

- Exchange orders are expedited and usually ship within three business days of receipt of the returned merchandise.
- Exchange orders with original sew-in name taped merchandise will have new name tapes provided for the exchanged items. Exchange orders without prior sew-in name tapes purchased will not be name taped.
- Exchanged merchandise is shipped via ground delivery; please plan accordingly. If you are requesting an exchange on authorized, returnable merchandise, a \$12.95 shipping & handling fee will be added to your order.
- Express shipping your exchange will incur additional fees. Your fee will be determined at the check-out stage of your return / exchange process.

## WHAT IF I'M IN A RUSH FOR MY EXCHANGE?

- You may expedite your exchange by clicking the “Advance Exchange” button as the shipping method for your return / exchange order.
- You will be charged in full for your “Advance Exchange” merchandise once it is shipped.
- Advance Exchange merchandise will not be name taped.** The pick list for your Advance Exchange will be generated at the time of confirmation and cannot be changed once generated. Most Advance Exchanges will be shipped FedEx Ground within two business days. A \$12.95 shipping & handling fee will apply to your Advance Exchange Order.
- If you wish to expedite the shipping time, the additional express shipping charges will be your responsibility. Please indicate the method of shipping during your return / exchange check out process.
- You will receive credit for your returned merchandise, subject to the Clöz policy found on Clöz’ receipt.

## IS YOUR ORDER COMPLETE?

Please check your order immediately upon receipt of your package.

## SHORTAGES & CLAIMS:

Please check your order immediately upon receipt of your package. Please do not wait until the week before trunk pick up to check the contents of your package.

- If your package arrives damaged or there is a shortage, please keep packing materials and contact our customer service dept. 773.247.8879 between the hours of 8 am – 4 pm Mon – Fri. CST (9 am-5pm EST) .
- Shortages or damage claims can only be honored for (7) days after receipt of merchandise.**

## BACK ORDERS:

- Back-ordered merchandise cannot be modified or canceled.
- Clöz cannot make changes, deletions or additions to back orders.
- Your order is charged in full for all merchandise you have ordered at the time of the initial shipment.
- You will not be charged for additional shipping on back-ordered merchandise.
- Back-ordered merchandise will be sent via ground delivery.

Please Note: Clöz reserves the right to substitute or discontinue a product based on availability or production. Prices listed in error are subject to change and correction without notice. We apologize for any inconvenience this may cause.

## PACKING LIST 2012

### Camp Winadu

**Directors/Owners: Shelley & Arleen Weiner, Mark Benerofe, and Jared & Jill Shapiro**

Winter Address		Summer Address	
3 New King St. White Plains, NY 10604 Phone: 800.4.WINADU (800-494-6238)		700 Churchill Street Pittsfield, MA 01201 Phone: 413.447.8900 or 800.494.6238	
CAMP WINADU REQUIRED UNIFORM			
Qty. Suggested	Description	# Packed Going	
100-300	Name Tapes		
16-48	Permanent ID Stickers		
2	Navy Tees		
2	White Tees		
2	Navy Shorts (Basketball Type)		
2	White Shorts (Basketball Type)		
2	Navy / White Reversible Tank Tops		
2	Navy Team Soccer Jerseys		
2	White Team Soccer Jerseys		
1	White Team Baseball Jersey		
1	Navy Team Baseball Jersey		
ADDITIONAL REQUIRED ITEMS			
8	Tee Shirts		
3	Sleeveless / Tanks		
6	Pairs of Shorts (Soccer Type)		
2	Sweatshirt (Crew or Hooded)		
2	Sweatpant (Traditional or Open)		
3	Pairs of Jeans or Khakis		
1	Navy Nylon Jacket		
1	Tennis Racket		
UNDERGEAR (REQUIRED)			
15	Pairs of Underwear		
21	Pairs of Socks		
1	Set of Warm Sleep Wear		
2	Sets of Lightweight Sleep Wear		
BED & BATH (REQUIRED)			
3	Blankets or 1 Quilt		
3	Twin Sheet Sets (Top Sheet, Fitted Sheet, Pillowcases)		
1	Standard Pillow		
1	Terry Bathrobe		
6	Bath Towels		
2	Wash Towels		
1	Shower Organizer & Filler Kit (Soap, Toothbrush, Cup)		
	Toothbrushes, Hair Brush, Soap, Shampoo		
2	Laundry Bags w/Name		
BASKETBALL (REQUIRED)			
2	Pair of Basketball Sneakers		
1	Pair of Extra Shoelaces		

Qty. Suggested	Description	# Packed Going
SOCCER (REQUIRED)		
2	Pairs of Shin Guards	
1	Pair of Athletic Field Cleats (No Metal)	
4	Navy or White Soccer Socks	
2	Mouthguards	
BASEBALL (REQUIRED)		
2	Pair of Baseball Pants	
1	Baseball Glove	
1	Pair of Athletic Field Cleats (No Metal)	
2	Baseball Caps	
WATERFRONT (REQUIRED)		
3	Swimsuits	
1	Pair of Tevas • KEEN Sandals	
	Sun Screen, Lip Balm, Nose Clip, Ear Plug	
	UV Protection Sun Shirt	
CAMPING GEAR (REQUIRED)		
1	Sleeping Bag (Required)	
1	Flashlight & Extra Batteries	
2	Water Bottles	
1	Deet Free Insect Repellent	
OUTERWEAR (REQUIRED)		
1	Poncho / Rain Jacket	
PACK & SHIP		
2	Soft Trunk / Cargo Bags w/ Name	
1	Set of Luggage ID Tags (Optional)	
1	Stick Bag (If your child brings their hockey stick)	
OPTIONAL ITEMS		
ROLLER HOCKEY (OPTIONAL)		
	<b>*Equipment Required if Participating in Activity</b>	
1	Navy Roller Hockey Jersey (Optional)	
1	Pair of Roller Blades*	
1	Helmet w/Face Cage*	
1	Knee/Shin Guard Unit*	
1	Set of Elbow Pads*	
1	Set of Hockey Gloves*	
1	Athletic Supporter w/Cup*	
1	Mesh Sport Bag w/Name for Equipment	
1	Skateboard (Optional)	
LACROSSE (OPTIONAL)		
	<b>*Equipment Required if Participating in Activity</b>	
1	Navy Lacrosse Sport Jersey (Optional)	
1	White Lacrosse Sport Jersey (Optional)	
1	Lacrosse Stick* (Optional)	