

STEELERS MERCHANDISE RETURN FORM

SATISFACTION GUARANTEED: If for any reason you are not satisfied with your purchase, you may return most items up to 90 days from the purchase date for a merchandise refund. Item(s) being returned must include an invoice and must be in original condition, including tags and labels. We are unable to process exchanges. Please note that customized items, autographed items, game used/worn items, team issued items, memorabilia, manufacture direct items, laundered items, and swimwear/undergarments are final sale and not returnable.

Purchases made at our physical retail locations cannot be returned by sending them to the returns warehouse. These items must be returned in person at a physical retail location, per return policy as stated on the receipt.

RETURN INSTRUCTIONS:

1. Complete the return form below.
2. Repack merchandise in original container if available.
3. Take the removable order ID label from the packing slip and place in the appropriate box to the right >> >> >>
4. Ship merchandise with this form to:

P.S.M.O. RETURNS

**591 AVENUE A
LEETSDALE, PA 15056**

5. Please send the package, prepaid, via the carrier of your choice. Whichever carrier you choose, we suggest you insure the package and ship via a traceable method. We cannot be responsible for items we do not receive. All COD packages will be refused.
6. For returns without an invoice or items that are damaged, please contact Steelers Customer Service by phone at 1-800-832-6883 (412-741-5734 if outside the US), or email at merchandise@steelers.com.

Once the returned merchandise is received, credit will be issued to your account within 10 business days. Original shipping charges are not included in the refunded price. Depending on your financial institution, it can take up to 10 business days to reflect on your account statement once your refund has been processed.

PLEASE CHECK ONE OF THE FOLLOWING ACTIONS:

- ☐ **Refund my original form of payment.** Note: We do not offer exchanges. If you would like a different item, please place a new order directly at shop.steelers.com.
- ☐ **Return damaged or incorrect item:** If you received a damaged or incorrect product and would like a replacement, please contact Customer Service by phone at 1-800-832-6883 (412-741-5734 if outside the US), or email at merchandise@steelers.com prior to your return.
- ☐ **Return gift:** If you received item(s) as a gift and wish to return without the original form of payment credited, please provide the original purchaser's name, email address, and invoice number in the box above. Provide your name and email address below so we can contact you with a merchandise credit for use on future purchases.
 - **Gift Recipients Name:** _____ Phone #: _____
 - **Gift Recipients Email address:** _____

(Required for merchandise credit)

ITEM(S) BEING RETURNED						
Item Code	Quantity	Description			Size	Reason Code
Reason Codes						
A. Size too Small	C. Quality	E. Changed Mind	G. Damaged	I. Incorrect Item Ordered	K. Incorrect Size Ordered	M. Ordered too many
B. Size too Large	D. Not as pictured	F. Did Not Like	H. Incorrect Item Sent	J. Incorrect Size Sent	L. Received too late	N. Gift