



Greetings ,

As per your request this is how you can make a return/exchange with Lax.com. Mail your package back to:
[LAX.COM RETURNS, 345 WILSON AVE, NORWALK, CT 06854](#)

Return Information:

Returns for new, unused products are never a problem. Items must be returned in their original packaging. Returns must be received within 30 days after purchase for a full refund. **Anything past 30 days, a store credit will be issued.** Once a return is received by LAX.com it can take up to **10 business days to process.** LAX.com is not responsible for shipping charges on returned items that we filled correctly and we do not refund the original shipping costs associated with your order. Custom items, like stringing, cannot be returned. **All helmets have a \$35 re-stocking fee,** if returned. Returns are not accepted on field equipment such as nets, backstops, goals and bounce backs. To read our entire policy [click here.](#)

There are two ways to make a return:

If you were logged into your account when you placed your order you can request a return authorization (RMA) from your account. Simply log into your account and click on "My Orders". Choose the applicable order and click on return. You will be notified via email when your return has been authorized. This is an easy way to track the progress of your return.

If you checked out as a guest, simply send your item back to us. Be sure to **fill out this form and include it in your package.**

YOUR ORIGINAL ORDER NUMBER: _____

FIRST NAME: _____ **LAST NAME:** _____

REASON FOR RETURN: _____

EXCHANGE?

WHAT WOULD SHOULD WE SEND? _____

*We can't always guarantee that an item will be in stock for an exchange request. You may want to consider placing another order for the item that you want, to expedite the process. It can take us up to 10 business days to fulfill an exchange request once it is processed by our receiving department.

REFUND, CIRCLE ONE: Original Form Of Payment or Store Credit Plus 10%

CONTACT INFORMATION:

EMAIL: _____

PHONE: _____

SEND YOUR PACKAGE BACK TO: LAX.com Returns - [345 Wilson Avenue - Norwalk, CT 06854](#).