



1. From your website: Login to your account by clicking on "My Account" at the top right of the page



## 2. Enter your email address and password to login to your account

ORDERS | MY ACCOUNT  
 **SHOPPING CART**

[FAN WEAR](#) | [FALL SPORTS](#) | [WINTER SPORTS](#) | [SPRING SPORTS](#) | [PERFORMING ARTS](#) | [ROBOTICS TEAM](#) | [SPEECH & DEBATE](#)

### Welcome Back

To access your account, please enter your email address and password.

**Email Address:**

**Password:**

[Forgot your password? Click Here](#)

### Register Now

Creating an account with sportpacks.com is optional and give you the following benefits:

- Express Checkout
- Access Your Order History/Order Status
- Easy One Click Re-Ordering

### 3. Select View All Orders

The screenshot shows the SportPacks website interface. At the top left is the SportPacks logo. To the right are links for 'ORDERS' and 'MY ACCOUNT'. Below these is a 'SHOPPING CART' icon with a red notification bubble containing the number '0'. A navigation bar contains several category links: 'FAN WEAR', 'FALL SPORTS', 'WINTER SPORTS', 'SPRING SPORTS', 'PERFORMING ARTS', 'ROBOTICS TEAM', and 'SPEECH & DEBATE'. In the top right corner, there is a red 'Log Out' button. The main content area features a black 'Orders' button with a list icon, a yellow circle around the 'View All Orders' link, an 'Order #' search input field, and a black 'GO' button. Below this are two white boxes: the left one contains 'Redeem Gift Certificate' and 'Manage Account Balance'; the right one contains 'Manage Address Book', 'Update Account Information', 'Change Email Address', and 'Change Password'. At the bottom, there is a text prompt: 'Click "Add to Wish List" from the product page or shopping cart if you want to save an item for later.', a 'VIEW WISH LIST' button, and a green 'Leave a message' button.

**SportPacks**

ORDERS | MY ACCOUNT

SHOPPING CART

FAN WEAR | FALL SPORTS | WINTER SPORTS | SPRING SPORTS | PERFORMING ARTS | ROBOTICS TEAM | SPEECH & DEBATE

Log Out

Orders

View All Orders

Order #

GO

Redeem Gift Certificate  
Manage Account Balance


Manage Address Book  
Update Account Information  
Change Email Address  
Change Password

Click "Add to Wish List" from the product page or shopping cart if you want to save an item for later.


VIEW WISH LIST

Leave a message


#### 4. Select the order that has the items you want to Return or Exchange




ORDERS | MY ACCOUNT

 **SHOPPING CART**

## 5. Select START RETURN OR EXCHANGE

 ORDERS | MY ACCOUNT

 **SHOPPING CART**

FAN WEAR   FALL SPORTS   WINTER SPORTS   SPRING SPORTS   PERFORMING ARTS   ROBOTICS TEAM   SPEECH & DEBATE


Order #: 57908  
Date: 01/21/2022 16:45:48 PST

Ship To:

**Robert Jones**  
123 Main Street  
Any Town, CA 32221 US  
*Residential Address*  
RJones@yahoo.com  
555-555-1234

Bill To:

**Robert Jones**  
123 Main Street  
Any Town, CA 32221 US  
RJones@yahoo.com  
555-555-1234


Product	Quantity	Price	Subtotal
 Youth/Unisex Port Authority Fleece Vest, Black 55-FW-F219 Size Adult X-Large  Status: Shipped on 01/21/2022. Tracking #1Z9683720393342840	1	\$31.98	\$31.98


[START RETURN OR EXCHANGE](#)

Cart Summary	
	Shipping: UPS® Ground: \$9.49
	Sales Tax: \$3.00
	<b>Total: \$44.47</b>

Payment: Customer Credit: (\$44.47)

## 6. Select Items to Return or Exchange then Select "RETURN/EXCHANGE ITEM(S)" green tab

 ORDERS | MY ACCOUNT

 **SHOPPING CART**

FAN WEAR   FALL SPORTS   WINTER SPORTS   SPRING SPORTS   PERFORMING ARTS   ROBOTICS TEAM   SPEECH & DEBATE

Order #: 57908  
Date: 01/21/2022 16:45:48 PST


Ship To:

**Robert Jones**  
123 Main Street  
Any Town, CA 32221 US  
*Residential Address*  
RJones@yahoo.com  
555-555-1234

Bill To:

**Robert Jones**  
123 Main Street  
Any Town, CA 32221 US  
RJones@yahoo.com  
555-555-1234

### Start Return/Exchange

Select Items to Return or Exchange	Product	Order Quantity	Price
<input checked="" type="checkbox"/>	 Youth/Unisex Port Authority Fleece Vest. Black 55-FW-F219 Size Adult X-Large Status: Shipped on 01/21/2022. Tracking #1Z9683720393342840	1	\$31.98

**RETURN/EXCHANGE ITEM(S)**

Order Summary

Shipping: UPS® Ground: \$9.49  
Sales Tax: \$3.00  
Total: \$44.47

## 7. Enter Quantity



ORDERS | MY ACCOUNT



# Returns and Exchanges

## Return Policy

- Only new/unused goods in original packaging will be accepted.
- The purchaser is responsible for all return/exchange inbound/outbound shipping costs. Shipping charges are non refundable.
- All returns are subject to a 15% restocking fee.
- Refunds will be made only through the credit card used at the time of purchase.

Items returned to SportPacks that do not meet the terms and conditions listed will be disposed of and will not be eligible for refund. No Exceptions.

## To Process a Return:

1. Complete the form below.
2. Print the form and include it in the package with the items being returned.
3. Print the mailing label.
4. Drop package off at your local UPS pick up facility.



### Description

Youth/Unisex Port Authority Fleece Vest, Black

55-FW-F219

Size Adult X-Large

### Quantity

1

Select



### Purchase Price

\$31.98

I acknowledge that I have read and agree to the above.

Continue

## 8 Open the “Select” drop down and choose either Return or Exchange

ORDERS | MY ACCOUNT  
 **SHOPPING CART**

### Returns and Exchanges


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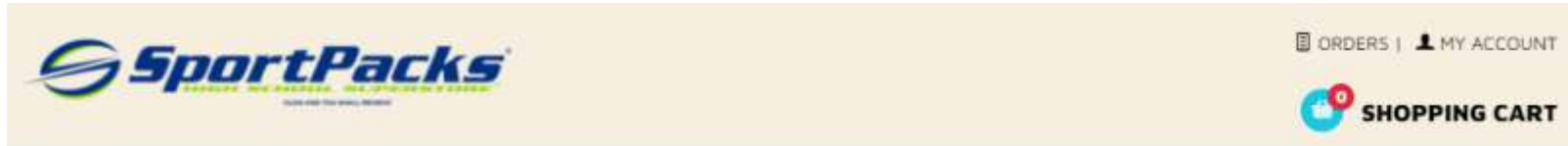
	<b>Description</b> Youth/Unisex Port Authority Fleece Vest, Black 55-FW-F219  Size Adult X-Large	<b>Quantity</b> 1 Select Select Return Exchange	<b>Purchase Price</b> \$31.98
--	--	--	----------------------------------

I acknowledge that I have read and agree to the above.

[Continue](#)



## 9. Click on “Exchange then check the “I acknowledge...” box and Select “Continue”.



### Returns and Exchanges


#### Return Policy

- Only new/unused goods in original packaging will be accepted.
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3. Print the mailing label.
4. Drop package off at your local UPS pick up facility.

	<b>Description</b> Youth/Unisex Port Authority Fleece Vest, Black 55-FW-F219  Size Adult X-Large	<b>Quantity</b> 1 <b>Exchange</b>	<b>Purchase Price</b> \$31.98
--	--	---	----------------------------------

I acknowledge that I have read and agree to the above.

Continue

10. In the pop-up window select your new size then select “EXCHANGE”

**SportPacks** ORDERS | MY ACCOUNT SHOPPING CART

## Returns and Exchanges


### Return Policy

- Only new/
- The purcha
- All returns
- Refunds w

Items returned

### To Proceed

1. Complete t
2. Print the f
3. Print the n
4. Drop pack



Youth/Unisex Port Authority Fleece Vest, Black  
55-FW-F219

**\$31.98**

Please select a different size and/or color

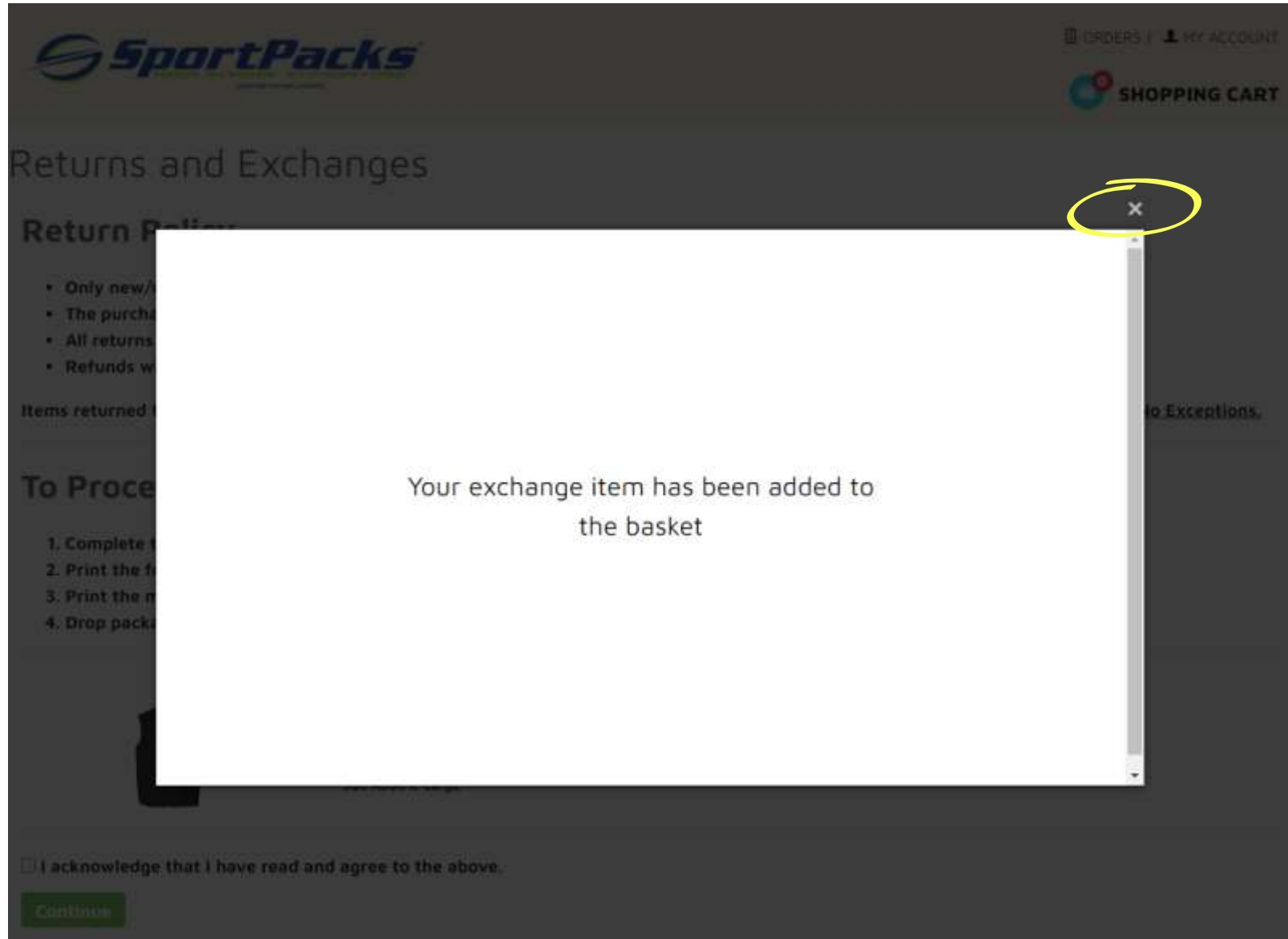
Size:  
Adult X-Large

- 1 + **EXCHANGE**

I acknowledge that I have read and agree to the above.

**Continue**

## 11. Message “Your exchange item has been added to the basket” Select “X” to exit window



The screenshot shows the SportPacks website interface. At the top left is the SportPacks logo. At the top right are links for "ORDERS" and "MY ACCOUNT", and a "SHOPPING CART" icon with a red notification bubble. The main content area is titled "Returns and Exchanges" and includes a "Return Policy" section with bullet points: "Only new/", "The purcha", "All returns", and "Refunds w". Below this is a "To Proceed" section with a numbered list: "1. Complete t", "2. Print the f", "3. Print the r", and "4. Drop packi". A white modal window is centered on the screen, displaying the message: "Your exchange item has been added to the basket". A yellow circle highlights the "X" close button in the top right corner of the modal window. At the bottom of the page, there is a checkbox labeled "I acknowledge that I have read and agree to the above." and a green "Continue" button.

**SportPacks**

ORDERS | MY ACCOUNT

SHOPPING CART

### Returns and Exchanges

#### Return Policy

- Only new/
- The purcha
- All returns
- Refunds w

Items returned | to Exceptions.

#### To Proceed

1. Complete t
2. Print the f
3. Print the r
4. Drop packi





Your exchange item has been added to the basket

I acknowledge that I have read and agree to the above.

Continue

## 12. Enter the proper information if the populated data needs editing – Select “CONTINUE”

CANCEL/RESTART RETURN

 <b>CUSTOMER INFORMATION</b>	 SHIPPING OPTIONS	 PAYMENT INFORMATION	 ORDER CONFIRMATION
--	---	--	---

Welcome back Dennis Woodmansee!

**Bold = Required** | *italic = Optional*

**Ship To:**

**Saved Address:** <New> ▼

**First Name:** Robert

**Last Name:** Jones

**Email Address:** RJones@yahoo.com

**Phone Number:** 555-555-1234

*Fax Number:*

*Company:*

**Address:** 123 Main St.

*Address 2:* ex. Suite#, Floor#, Apt.#

**City:** Anytown

**State/Province:** California ▼

*Other State/Province:*

**Zip/Postal Code:** 32221

**Country:** United States ▼

**Bill To:**  same as shipping

Product	Qty
Youth/Unisex Port Authority Fleece Vest, Black 55-FW-F219 Size: Adult Large	1
<b>Return Product</b> <i>return_product</i> Code: 55-FW-F219 Name: Youth/Unisex Port Authority Fleece Vest, Black Credit: 31.98 ea. Weight: 1 ea. Type: Exchange Return Attributes:  Size:Adult X-Large  Variant ID: 0 Return ID: 55FWF219-225544-57908 Attribute SKU: 55FWF219-225544-57908	1

Update Customer Record With This Information

CONTINUE

## 13. Select which address to use – Click “Use This Address”

CANCEL/RESTART RETURN

Address Confirmation

Address Confirmation

### Address Verification

We could not find the exact address you entered, but similar address(es) are listed on the right. Please indicate which address is correct, or you may choose to edit your original address:

#### Original

Robert Jones  
123 Main Street  
Any Town, CA 32221  
US

Edit





Use This Address

#### Recommended

Robert Jones  
123 Main Street  
Any Town, CA 32221-2329  
US

Use This Address


# 14. Select Payment Type and enter payment information – Select “CONTINUE”

 CUSTOMER INFORMATION	 SHIPPING OPTIONS	 PAYMENT INFORMATION	 ORDER CONFIRMATION
---	---	--	---

REDEEM YOUR COUPONS AND GIFT CERTIFICATES	
Coupon: <input type="text"/> <b>Redeem</b>	Gift Certificate: <input type="text"/> <b>Apply</b>


  

SHIPPING OPTIONS	PLEASE SELECT YOUR PAYMENT METHOD
<input checked="" type="radio"/> <b>UPS® Ground</b> <b>\$11.98</b>	<input type="radio"/>  <b>Apply Credit Balance (\$55.53)</b>

**Please Note:** Your choice of shipping method (including expedited freight) does not impact the normal processing time of your order. Only the shipping time is affected by your choice of shipping method.

**FOB: San Jose, CA 95116**





  


<b>Cart Summary ▼</b>	
<b>Product</b>	<b>Qty</b>
Youth/Unisex Port Authority Fleece Vest, Black 55-FW-F219 Size: Adult Large	1
<b>Return Product</b>	1
<small>return_product</small>	
<b>Code:</b> 55-FW-F219	
<b>Name:</b> Youth/Unisex Port Authority Fleece Vest, Black	
<b>Credit:</b> 31.98 ea.	
<b>Weight:</b> 1 ea.	
<b>Type:</b> Exchange	
<b>Return Attributes:</b>  Size:Adult X-Large	
<b>Variant ID:</b> 0	
<b>Return ID:</b> 55FWF219-225544-57908	
<b>Attribute SKU:</b> 55FWF219-225544-57908	
<b>Ship To:</b>	
<b>Robert Jones</b> 123 Main Street Any Town, CA 32221 <small>Residential Address</small>	
<small>Email:</small> R.Jones@yahoo.com	
<small>Phone:</small> 555-555-1234	
<b>Bill To:</b>	
<b>Robert Jones</b> 123 Main Street Any Town, CA 32221	
<small>Email:</small> R.Jones@yahoo.com	
<small>Phone:</small> 555-555-1234	


## 15. Select Payment Amount – Click on “COMPLETE ORDER”

CANCEL/RESTART RETURN

  
CUSTOMER INFORMATION

  
SHIPPING OPTIONS

  
PAYMENT INFORMATION

  
ORDER CONFIRMATION

PAYMENT METHOD: CUSTOMER CREDIT

Payment Amount:

Entire Order Total (\$11.98)

Partial:

15.48

Cart Summary ▼

Product	Qty	Price
Youth/Unisex Port Authority Fleece Vest, Black 55-FW-F219 Size: Adult Large	1	

Return Product	1	
return_product		
Code: 55-FW-F219		
Name: Youth/Unisex Port Authority Fleece Vest, Black		
Credit: 0		
Weight: 0		
Type: Exchange		
Return Attributes:  Size:Adult X-Large		
Variant ID: 0		
Return ID: 55FWF219-225544-57908		
Attribute SKU: 55FWF219-225544-57908		

Shipping Back to Customer:	\$5.99
Shipping: UPS® Ground:	\$5.99
Sales Tax:	\$0.00
<b>Total:</b>	<b>\$11.98</b>

Ship To:

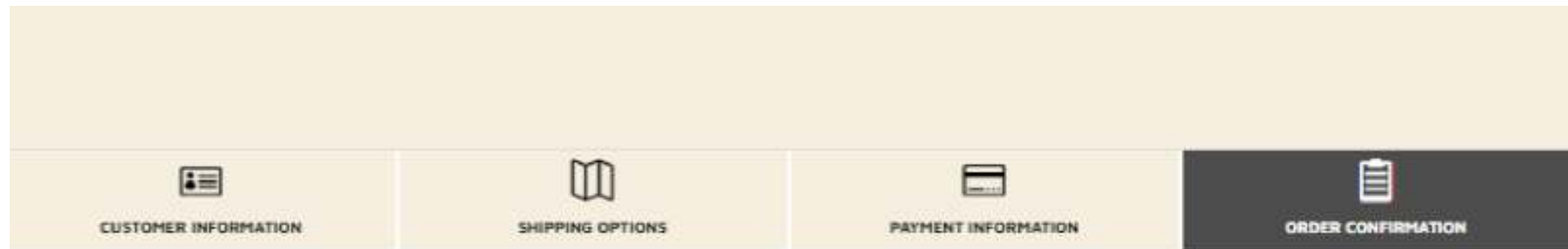
**Robert Jones**  
123 Main Street Any Town, CA 32221  
Residential Address  
Email: R.Jones@yahoo.com  
Phone: 555-555-1234

Bill To:

**Robert Jones**  
123 Main Street Any Town, CA 32221  
Email: R.Jones@yahoo.com  
Phone: 555-555-1234

**COMPLETE ORDER**

## 16. Select "GENERATE SHIPPING LABEL"



Thank you for your order. Please keep this confirmation for your records.

Order #: 57909

Date: 01/21/2022 17:19:48 PST

[Print Order Confirmation](#)

Ship To:

**Robert Jones**  
123 Main Street  
Any Town, CA 32221 US  
*Residential Address*  
RJones@yahoo.com  
555-555-1234

Bill To:

**Robert Jones**  
123 Main Street  
Any Town, CA 32221 US  
RJones@yahoo.com  
555-555-1234

Product      Quantity      Price      Subtotal



Youth/Unisex Port Authority  
Fleece Vest, Black  
55-FW-F219  
Size Adult Large

1

Cart Summary

Shipping Back to Customer: \$5.99  
Shipping: UPS® Ground: \$5.99  
Sales Tax: \$0.00  
Total: \$11.98





Return Product      1  
return\_product  
Code 55-FW-F219  
Name Youth/Unisex Port Authority Fleece  
Vest, Black  
Credit 31.98  
Weight 1  
Type Exchange  
Return Attributes (Size: Adult X-Large)  
Variant ID 0  
Return ID 55FWF219-225544-57908  
Attribute SKU 55FWF219-225544-57908

Payment: Customer Credit: (\$11.98)

**GENERATE SHIPPING LABEL**



# 17. Print order copy and label

 CUSTOMER INFORMATION	 SHIPPING OPTIONS	 PAYMENT INFORMATION	 <b>ORDER CONFIRMATION</b>
---	---	--	--

Thank you for your order. Please keep this confirmation for your records.

Order #: 57909


Date: 01/21/2022 17:19:48 PST

[Print Order Confirmation](#)

<b>Ship To:</b>	<b>Bill To:</b>
-----------------	-----------------

**Robert Jones**  
 123 Main Street  
 Any Town, CA 32221 US  
 Residential Address  
 RJones@yahoo.com  
 555-555-1234

**Robert Jones**  
 123 Main Street  
 Any Town, CA 32221 US  
 RJones@yahoo.com  
 555-555-1234

Product	Quantity	Price	Subtotal	Cart Summary
 Youth/Unisex Port Authority Fleece Vest, Black 55-FW-F219 Size Adult Large	1			<b>Shipping Back to Customer: \$5.99</b> <b>Shipping: UPS® Ground: \$5.99</b> <b>Sales Tax: \$0.00</b> <b>Total: \$11.98</b>
<b>Return Product</b> return_product Code 55-FW-F219 Name Youth/Unisex Port Authority Fleece Vest, Black Credit 31.98 Weight 1 Type Exchange Return Attributes (Size: Adult X-Large) Variant ID 0 Return ID 55FWF219-225544-57908 Attribute SKU 55FWF219-225544-57908	1			<b>Payment: Customer Credit: (\$11.98)</b>

## View/Print Label

1. Print the label: Select Print from the File menu in this browser window to print the label below.
2. Fold the printed label at the dotted line. Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label.
3. GETTING YOUR SHIPMENT TO UPS
  - Customers with a Daily Pickup
    - Your driver will pickup your shipment(s) as usual.
  - Customers without a Daily Pickup
    - Take this package to any location of The UPS Store®, UPS Drop Box, UPS Customer Center, UPS Alliances (Office Depot® or Staples®) or Authorized Shipping Outlet near you or visit [www.ups.com/content/us/en/index.jsx](http://www.ups.com/content/us/en/index.jsx) and select Find Locations
    - Air shipments (including Worldwide Express and Expedited) can be picked up or dropped off. To schedule a pickup, or to find a drop-off location, select the Pickup or Drop-off icon from the UPS tool bar.

FOLD HERE



[PRINT SHIPPING LABEL](#)

# 18. Follow instructions on View/Print Label and return item back to SportPacks. Your exchange order will be processed, and the new sized item will be shipped back to you.

## View/Print Label

1. Print the label: Select Print from the File menu in this browser window to print the label below.
2. Fold the printed label at the dotted line: Place the label in a UPS Shipping Pouch. If you do not have a pouch, affix the folded label using clear plastic shipping tape over the entire label.
3. GETTING YOUR SHIPMENT TO UPS  
Customers with a Daily Pickup
  - Your driver will pickup your shipment(s) as usual.Customers without a Daily Pickup
  - Take this package to any location of The UPS Store<sup>®</sup>, UPS Drop Box, UPS Customer Center, UPS Alliances (Office Depot<sup>®</sup> or Staples<sup>®</sup>) or Authorized Shipping Outlet near you or visit [www.ups.com/content/us/en/index.jsx](http://www.ups.com/content/us/en/index.jsx) and select Find Locations
  - Air shipments (including Worldwide Express and Expedited) can be picked up or dropped off. To schedule a pickup, or to find a drop-off location, select the Pickup or Drop-off icon from the UPS tool bar.

FOLD HERE



PRINT SHIPPING LABEL