



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 categories: '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 highlighting the 'View All Orders' link, and a search box for 'Order #' with 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.' Below this text is a grey '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

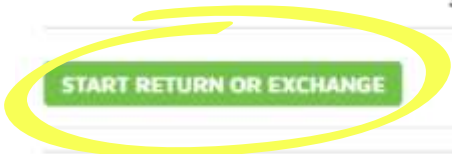
Ship To:

**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



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

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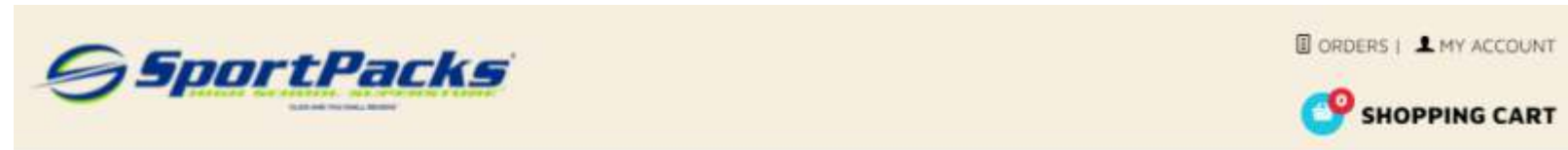
	Description	Quantity	Purchase Price
	Youth/Unisex Port Authority Fleece Vest, Black 55-FW-F219  Size Adult X-Large	1 <b>Select</b> ▼ Select Return Exchange	\$31.98

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

[Continue](#)



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



## Returns and Exchanges

### Return Policy

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### 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.


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


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


Continue


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

CANCEL/RESTART RETURN

  
**CUSTOMER INFORMATION**

  
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
<b>Return Product</b> return_product Code: 55-FW-F219 Name: Youth/Unisex Port Authority Fleece Vest, Black Credit: 31.98 ea. Weight: 1 ea. Type: Return 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

## 11. 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


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

[CANCEL/RESTART RETURN](#)

  
CUSTOMER INFORMATION

  
SHIPPING OPTIONS

  
PAYMENT INFORMATION

  
ORDER CONFIRMATION

### REDEEM YOUR COUPONS AND GIFT CERTIFICATES

Coupon:

Gift Certificate:

### SHIPPING OPTIONS

<input checked="" type="radio"/> <b>UPS® Ground</b>	<b>\$5.99</b>
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### PLEASE SELECT YOUR PAYMENT METHOD

**Apply Credit Balance (\$55.53)**

### Cart Summary ▼

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

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

CANCEL/RESTART RETURN

  
CUSTOMER INFORMATION

  
SHIPPING OPTIONS

  
PAYMENT INFORMATION

  
ORDER CONFIRMATION

PAYMENT METHOD: CUSTOMER CREDIT

Cart Summary ▼

**Payment Amount:**

Entire Order Total (\$5.99)

Partial:

9.49

COMPLETE ORDER

**Product Qty**

Return Product 1

return\_product

Code: 55-FW-F219

Name: Youth/Unisex Port Authority  
Fleece Vest, Black

Credit: 31.98

Weight: 1

Type: Return

Return Attributes: |Size:Adult X-  
Large|

Variant ID: 0

Return ID: 55FWF219-225544-57908

Attribute SKU: 55FWF219-225544-  
57908

*Shipping to SportPacks:* \$5.99

*Sales Tax:* \$0.00

**Total: \$5.99**

*15% Restocking Fee:* \$4.80

**Return Credit\*:** (\$27.18)

\*Subject to Approval

**Ship To:**

**Robert Jones**

123 Main Street Any Town, CA 32221

Residential Address

Email: RJones@yahoo.com

Phone: 555-555-1234

**Bill To:**

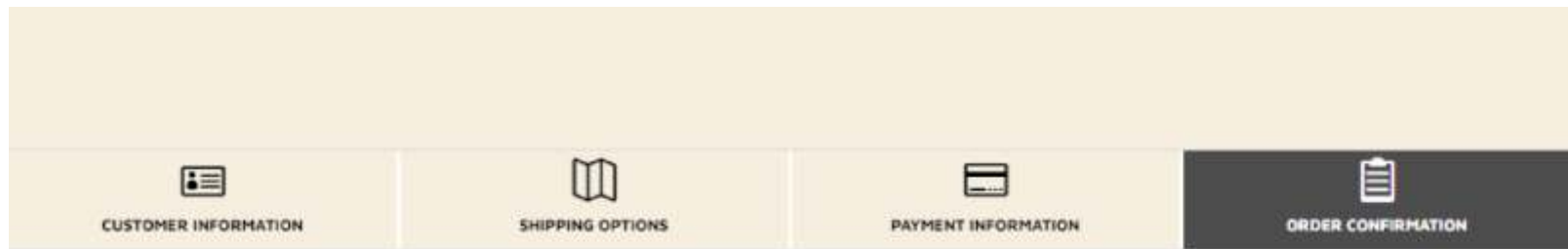
**Robert Jones**

123 Main Street Any Town, CA 32221

Email: RJones@yahoo.com

Phone: 555-555-1234

## 14. Select "GENERATE SHIPPING LABEL"



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

Order #: 57910

Date: 01/21/2022 17:36:15 PST

[Print Order Confirmation](#)

Ship To:

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

Bill To:

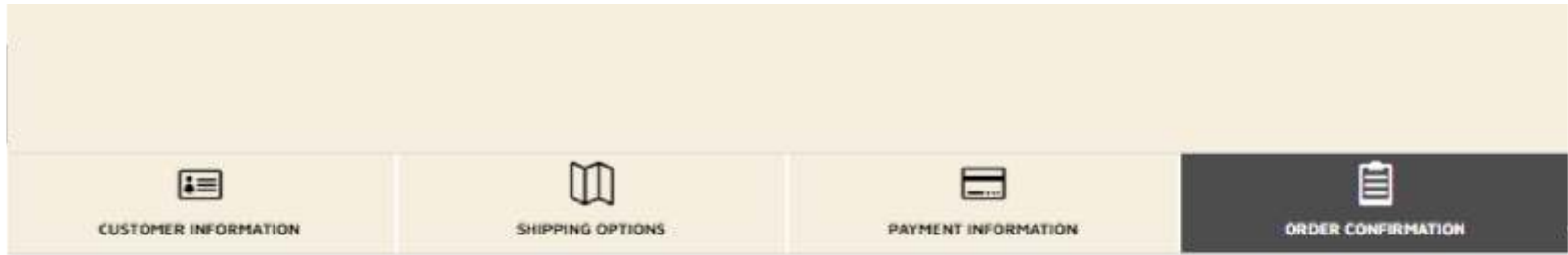
Robert Jones  
123 Main Street  
Any Town, CA 32221  
RJones@yahoo.com  
555-555-1234

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

**GENERATE SHIPPING LABEL**



# 15. Print order copy and label



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

Order #: 57910

Date: 01/21/2022 17:36:15 PST

[Print Order Confirmation](#)

<b>Ship To:</b>	<b>Bill To:</b>
Robert Jones 123 Main Street Any Town, CA 32221 <i>Residential Address</i> RJones@yahoo.com 555-555-1234	Robert Jones 123 Main Street Any Town, CA 32221 RJones@yahoo.com 555-555-1234

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

### 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](#)

# 16. 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