

# TUXEDO JUNCTION

## SUIT WAREHOUSE

### Basic Refund Request Form Policy **UPDATED 11/6/20**

**DO NOT use the Basic Refund Request Form for any Customer Service Issues.**

***All rental refunds are subject to a \$75 NON-REFUNDABLE FEE; which includes the \$7.00 Stain and Processing Fee.***

#### **In the event a refund needs to be processed:**

1. **Cancel order** in WinTux, if applicable.
2. Fill out page 2, the **Basic Refund Request Form** completely. Refer to the current company refund policy to determine amount to be refunded to the customer.
3. Save the refund request in your Refund Request folder on your Desktop by going to **File>Save As**. Save by **store**, customer **last name** and **date refund requested**. (ex: CRSmith010718).
4. Email to your Sales Manager for approval.  
**\*Be sure note that refund has been submitted is in the order notes.\***
5. Sales Manager: Once you mark the request approved email to Joe T.

**Approved **CREDIT CARD** refunds will be processed within 7 business days  
by your Sales Manager.**

**All approved **CASH** refunds will be issued by the main office usually within 45 business days,  
in the form of a check. CASH Refunds CANNOT BE PROCESSED ON A CREDIT CARD.**

### BASIC CUSTOMER REFUND REQUEST FORM

FOR INTERNAL USE ONLY – DO NOT GIVE COPY TO CUSTOMER.

Do not use this form for any customer service related issues.

Is this a customer service related issue? ☐ Yes ☐ No If Yes, please fill out a **CSR**.

Is this a groom? ☐ Yes ☐ No If Yes, you must ALSO fill out Groom Cancellation Follow Up.

Has the order been cancelled in WinTux? ☐ Yes ☐ No **WinTux Trans Number** \_\_\_\_\_

Store Requesting Refund \_\_\_\_\_ Today's Date \_\_\_\_\_

Store Order Originally Placed \_\_\_\_\_ Date Ordered \_\_\_\_\_

Pick-Up Store \_\_\_\_\_ Pick-Up Date \_\_\_\_\_

Order Type \_\_\_\_\_ **Refund Type** **Cash** **Credit**

Event Name \_\_\_\_\_ Use Date \_\_\_\_\_

Customer Name \_\_\_\_\_ Cancel Date \_\_\_\_\_

Refund Sent To \_\_\_\_\_ Refund sent to relationship to cust \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_

City, State Zip \_\_\_\_\_ Information verified with customer? Yes No

Requested by Customer? ☐ Yes ☐ No Date \_\_\_\_\_

Consultant spoke to \_\_\_\_\_

Merchandise Picked Up? ☐ Yes ☐ No

Reason for Request \_\_\_\_\_

Explanation \_\_\_\_\_

Rental Charge

Retail Amount

Stain & Handling Fee

Tax

Total

Deposit/Payment

**Refund Amount**

#### Rental Payment Summary Information

| Payment Date | Employee | Type | Description | Amount |
|--------------|----------|------|-------------|--------|
|--------------|----------|------|-------------|--------|

#### For Retail Credit Card Refunds

4 Digit Transaction # from Receipt

Type of Credit Card

Credit Card Number

Expiration Date

Employee Submitting Refund

\* **Refund Submitted and Date Submitted Note put in order comments\***

☐ Yes ☐ No If no, go do now

Fill out the form with complete information. Failure to do so may result in refund delay. If refund request is for a GROOM a GROOM CANCELLATION FOLLOW UP FORM must be submitted before refund is authorized.

Email to your Sales Manager for approval. No refunds will be authorized without proper approval.