



## SereneSling.com Exchange/Return Instruction & Form

### Exchanges & Returns

If for any reason your order does not meet your expectations, we will be happy to exchange the items or accept your return. Just contact us **info@serenesling.com** to obtain a **Return Authorization ("RA") number**. You will also receive instructions on how to exchange/return the items. We will accept exchange/return within **30 days** of receipt date.

- **For exchanges**, after obtaining RA number, simply mail in the items with this Exchange/Return Form filled out. We will ship new items (free of standard shipping charge) as soon as we receive your exchanging items. The items should be in undamaged and re-stockable condition with original Serene Sling package boxes and owner's manuals.

- **For returns**, after obtaining RA number, mail in the items with this Exchange/Return Form filled out. We will credit your original purchase price except shipping charge as soon as we receive the returned items in undamaged and re-stockable condition with original Serene Sling package boxes and owner's manuals

**Complete the following Exchange/Return Form and include with your returning item.**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

RA Number: \_\_\_\_\_

**Exchange/Return Address:**

**T-Rex America, LLC  
445 North Whisman Road,  
Suite 300  
Mountain View, CA 94043**

### **EXCHANGE REQUEST (Please tell us about the item you would like to have in exchange.)**

Item#	Description (Color)	Size	QTY	Amount

**Reason for Exchange/Return:**

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### **SereneSling.com Customer Service**

T-Rex America, LLC  
445 North Whisman Road, Suite 300, Mountain View, CA 94043  
Phone: 866-935-5620  
[info@serenesling.com](mailto:info@serenesling.com)