

FOR CASUAL MALE XL/B&T FACTORY DIRECT/SHOES XL/ROCHESTER CLOTHING RETURNS:

Your satisfaction is completely guaranteed!

If, for any reason, you are not happy with your online or catalog purchase, we will accept returns and exchanges of unworn, unwashed merchandise within 90 days of purchase.

For the quickest processing of your return/exchange, fill out the return/exchange form and use the enclosed UPS prepaid return label. Please bring the package to your nearest UPS drop off location. We will ship your replacement item(s) within the continental U.S. at no additional charge.

All returned merchandise will be charged a \$7.50 return processing fee which will be deducted from your merchandise credit or refund. We will waive the return processing fee for item(s) returned within 90 days for the following reasons:

- damaged/defective merchandise
- exchange orders
- returns processed at your local store (Casual Male XL & Rochester Clothing)
- purchases made through B&T Factory Direct and Shoes XL website or catalog

Shipping and handling charges are non-refundable, unless an error occurred on our part in shipping your order.

FOR LIVING XL RETURNS:

We want you to be completely satisfied with your Living XL purchase. If you are not totally satisfied with your purchase, simply return the item to us within 90 days of your receipt. We will either send an exchange or refund the cost of the item, whichever you prefer. Returned products must be in new condition, be in the original packaging, and include all original parts. To return an item, simply follow the instructions below. You are responsible for return shipping charges.

Furniture Returns

If you would like to return a furniture item, please call 1-800-535-7639 and we will help arrange the shipment of the item back to us or directly to the supplier.

- Please note that shipment damage claims must be filed with the carrier within 48 hours of receipt and must be returned in the original packaging.
- We cannot accept returns of assembled merchandise.
- All furniture and bicycle returns must be in their original packaging and shipping carton.
- Most furniture and bicycle returns will be charged a restocking fee, which will be deducted from your refund.
- Customer is responsible for return shipping charges.
- Some furniture and bicycle items may require pickup either by UPS or a trucking company, and will necessitate adult presence at time of pickup.

Non-returnable Personal Care Products

For reasons due to consumer protection and health codes, certain personal care products may not be returned if they have been opened. If all security seals are unbroken, the product may be returned.

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