

Welcome to Clöz™

Clöz has built its reputation on providing innovative and quality products. Our goal is complete satisfaction. Following is an outline for processing a return or exchange, or you may visit www.cloz.com/returns for additional information.

RETAIL STORE MERCHANDISE RETURNS:

If you have made a purchase from one of our retail locations, only the merchandise you purchased from that location can be returned to that location. If you have made a purchase from our catalogue or web site, you will need to follow the instructions listed below.

- Retail items with their original receipt can be returned for full credit in their original, un-washed, un-altered, non-monogrammed / personalized condition within 14 days.
- All sale item merchandise is a final sale. No returns or exchanges.
- **Merchandise returned 15-30 days after purchase will receive a store credit only.**
- Merchandise returned without a receipt will receive a store credit for the lowest amount currently listed for the item including sale prices as long as the item is still being offered at the store.
- Merchandise without a receipt and no longer sold at the store cannot be returned for refund or credit.
- Store merchandise cannot be returned after 30 days.
- Refunds are issued in the manner in which the purchase was made. Only cash refunds under \$100.00 will be returned in cash if less than a 14 day purchase. Cash sales greater than \$100.00 will receive a company check. Please allow up to 21 days for processing.
- Gift receipt returns will receive a store credit only prior to 30 days of merchandise receipt.

CATALOGUE OR INTERNET MERCHANDISE RETURNS:

- Catalogue and Internet merchandise in its un-washed, un-altered, non-monogrammed / personalized condition can be returned for full credit if received within 21 days from ship date.
- Other restrictions may apply to your return on certain items like socks, underwear, and other monogrammed apparel.
 - These types of items cannot be returned or exchanged regardless of the date.
 - These items should be listed individually in the catalogue or on the web site as non-returnable/exchangeable items.
- No refund or credit will be given for non-returnable or exchangeable merchandise.
- **Merchandise returned 22 to 45 days after shipment in its un-washed, un-altered, non-monogrammed / personalized condition can be returned for merchandise credit.**
- Merchandise cannot be returned or exchanged after 45 days from shipment.

HOW TO RETURN / EXCHANGE INTERNET, CATALOGUE OR NON-STOCK RETAIL STORE MERCHANDISE:

- Before you package your merchandise for refund or exchange, please visit www.cloz.com/RAnumber to obtain a Return Authorization Number (RA #). You may also call Clöz customer service at (773) 247-8879 between the hours of 8 am to 4 pm Mon – Fri. CST (9 am-5pm EST).
- Merchandise will not be accepted for processing without an RA # on the outside of the box.
- Please note: Items you wish returned should already be indicated as part of the RA process either from your web entry or call to customer service. Please do not include additional merchandise that has not already been indicated as a return request. If you need to return additional merchandise you will need to create another return and obtain a new RA #.
- Please include a copy of your RA # receipt with your merchandise. Once you have indicated your RA number on the outside of your package; please send your return via an insured carrier to:
 - Clöz Return Department • 2910 West 36th Street • Chicago, IL 60632
- The shipping charges for the merchandise you return for refund or exchange is your responsibility.

- Please make sure you ship your package insured and prepaid via FedEx, UPS, USPS or DHL. Clöz does not accept responsibility for uninsured or non-receipt verification returned packages.
- Upon receipt of your returned merchandise, Clöz will process your return and / or exchange and process the return refund and / or process the requested replacement items.

EXCHANGES

- Exchange orders are expedited and usually ship within three business days of receipt of the returned merchandise.
- Exchange orders with original sew-in name taped merchandise will have new name tapes provided for the exchanged items. Exchange orders without prior sew-in name tapes purchased will not be name taped.
- Exchanged merchandise is shipped via ground delivery; please plan accordingly. If you are requesting an exchange on authorized, returnable merchandise, a \$12.95 shipping & handling fee will be added to your order.
- Express shipping your exchange will incur additional fees. Your fee will be determined at the check-out stage of your return / exchange process.

WHAT IF I'M IN A RUSH FOR MY EXCHANGE?

- You may expedite your exchange by clicking the “Advance Exchange” button as the shipping method for your return / exchange order.
- You will be charged in full for your “Advance Exchange” merchandise once it is shipped.
- **Advance Exchange merchandise will not be name taped.** The pick list for your Advance Exchange will be generated at the time of confirmation and cannot be changed once generated. Most Advance Exchanges will be shipped FedEx Ground within two business days. A \$12.95 shipping & handling fee will apply to your Advance Exchange Order.
- If you wish to expedite the shipping time, the additional express shipping charges will be your responsibility. Please indicate the method of shipping during your return / exchange check out process.
- You will receive credit for your returned merchandise, subject to the Clöz policy found on Clöz’ receipt.

IS YOUR ORDER COMPLETE?

Please check your order immediately upon receipt of your package.

SHORTAGES & CLAIMS:

Please check your order immediately upon receipt of your package. Please do not wait until the week before trunk pick up to check the contents of your package.

- If your package arrives damaged or there is a shortage, please keep packing materials and contact our customer service dept. 773.247.8879 between the hours of 8 am – 4 pm Mon – Fri. CST (9 am-5pm EST) .
- **Shortages or damage claims can only be honored for (7) days after receipt of merchandise.**

BACK ORDERS:

- Back-ordered merchandise cannot be modified or canceled.
- Clöz cannot make changes, deletions or additions to back orders.
- Your order is charged in full for all merchandise you have ordered at the time of the initial shipment.
- You will not be charged for additional shipping on back-ordered merchandise.
- Back-ordered merchandise will be sent via ground delivery.

Please Note: Clöz reserves the right to substitute or discontinue a product based on availability or production. Prices listed in error are subject to change and correction without notice. We apologize for any inconvenience this may cause.

PACKING LIST 2012

Camp Che-Na-Wah

Directors: **Bob & Barbara Wortman**

Winter Address		Summer Address	
484 South Wood Road Rockville Centre, NY 11570 Phone: 516-867-3895 Fax: 516-868-3819		2723 State Route 28 North Minerva, NY 12851 Phone: 518-251-2919 Fax: 518-251-3060	
CAMP CHE-NA-WAH REQUIRED UNIFORM			
Qty. Suggested	Description	# Packed Going	
100-200	Name Tapes		
16-48	Permanent ID Stickers		
8	White Tees (Traditional or Fitted) Logo'd		
LOGO OPTIONAL CLOTHING			
1	Gold Tees (Traditional or Fitted)		
3	Navy Shorts (Any Style)		
3	Shorts (Any Style)		
1	White Long Sleeve Tee		
1	Navy Sweatshirts (Any Style)		
1	Navy Sweatpants (Any Style)		
1	White Baseball Cap		
ADDITIONAL APPAREL & ACCESSORIES			
8	Tee-Shirts (Must include 4-Navy & 1-Red)		
1	Long Sleeve Navy or White Tee		
5	Sweatshirts (Any Style)		
4	Sweatpants (Any Style)		
3	Pair of Jeans		
9	Pair of Shorts - Must include 3-Navy (Logo Optional)		
UNDERGEAR			
20	Pairs of Underwear		
6	Undershirts or Bras (Athletic Tank or Crop Top)		
20	Pairs of Socks		
2	Sets of Warm Sleep Wear		
2	Sets of Lightweight Sleep Wear		
BED & BATH			
3	Blankets Recommended: 2-Polarfleece, 1-Sweatshirt		
3	Sheet Sets (Top, Bottom, Pillowcase)		
1	Mattress Pad (Optional)		
1	Standard Pillow		
10	Bath / Beach Towels		
4	Washcloths		
1	Hooded Terry Bathrobe (Optional)		
1	Shower Organizer & Filler Kit (Soap Dish, Toothbrush Holder)		
	Toothbrushes, Toothpaste, Hair Brush, Soap, Shampoo		
1	Pair of Shower Sandals		
2	Laundry Bags w/ Name		
1	Hanging Shoe Bag (Required)		
1	Mesh Sock Bag		

Qty. Suggested	Description	# Packed Going
BASKETBALL		
1	Pair of Basketball Sneakers (Optional)	
1	Pair of Extra Shoelaces (Optional)	
TENNIS		
1	Tennis Racquet with Cover	
ROLLER HOCKEY		
1	Pair of Roller Blades (Optional)	
1	Helmet (Required if Participating)	
1	Roller Blade Protective Pack (Knee, wrist, and elbow pads) (Required if Participating)	
BASEBALL		
1	Baseball Glove	
WATERFRONT		
5	Swimsuits (1-Piece Preferred)	
1	Pair of Tevas Sun Screen, Lip Balm, Nose Clip, Ear Plugs, Swim Cap	
CAMPING GEAR		
1	Sleeping Bag with Stuff Sack	
1	Flashlight & Extra Batteries (Required)	
1	Water Bottle or Canteen (Required)	
1	Daypack / Backpack	
1	Deet Free Insect Repellent	
1	Clöz Camp Chair (Optional)	
OUTERWEAR		
1	Lightweight Jacket / Pullover - Vest	
1	Heavyweight Jacket	
1	Pair of Hiking Boots (Optional)	
1	Pair of Rainy Day Waterproof Shoes	
1	Rain Jacket or Poncho	
PACK & SHIP		
2	Soft Trunk / Cargo Bags w/ Name	
1	Set of Luggage Tags	
1	Stick Bag (If your child brings their hockey stick)	
1	Set of Golf Clubs and Cover (Optional)	
STATIONERY & EXTRAS		
4	Sets of Stationery & Stamps	
	Books and Non-Electronic Games	
	Extra Batteries	
1	Set of Extra Eyeglasses	

How To Order From Clöz™

Order Online www.cloz.com

Order by Phone Toll Free (800) 876-CAMP • In Illinois (773) 247-8879

ORDERING Order Early! Please remember that May is the busiest time for camp outfitters.

DO YOU WANT YOUR ORDER NAMETAPED? If you are interested in having Clöz sew name tapes into ALL purchased items (every sock, pair of underwear, etc.), follow these directions:

1. Purchase a minimum of 100 sew-in name tapes. Clöz will not sew Iron-on tapes; however, you may purchase them for your own home use.
2. You must place separate orders for each child - unless you are using a single name for all your children. Clöz cannot combine multiple names or different camps on the same order.

CAN I SEND IN MY OLD TAPES? Unfortunately not. Orders are entered in a separate location from where they are fulfilled. If you want your order to be nametaped, please purchase the minimum 100 sew-in tapes.

HOW LONG WILL IT TAKE TO RECEIVE MY ORDER?

ORDER EARLY!

- Orders placed after April 25th are not guaranteed for first session trunk pick-up.
- Clöz orders are shipped FedEx Ground.
- Camp Orders are custom and take time to process. Plan accordingly & leave time to make necessary exchanges.
- Normal turn-around time is 14 to 21 business days. If paying by check, your order is considered received once your check clears, not the date your order is placed.
- You will receive an estimated ship date via e-mail. Please remember this is an estimate. Customer Service Reps cannot guarantee delivery dates.

HOW CAN I EXPEDITE MY ORDER? If you are in a hurry, we suggest you take advantage of our express shipping.

- Once your order is complete, Clöz can expedite shipping for a small fee (see order form).
- Back-ordered merchandise will be shipped FedEx Ground at no additional charge.
- Shipping rates apply to deliveries within the continental U.S. Deliveries outside the Continental U.S. will require additional shipping charges.

WHAT FORM OF PAYMENT DO YOU ACCEPT? Visa®, Master Card®, Discover®, and Checks.

- If paying by check, your order is considered received once your check clears, not the date your order is placed.
- There will be a \$25.00 fee for each returned check, plus court costs for collection and attorney fees.
- If paying by credit card, please be sure to include the entire credit card number and expiration date. Make sure to include the billing address for the credit card, which may be different from the shipping address.
- All Web & Phone orders must be paid with a credit card.
- Please thoroughly check your order upon receipt.
- If your package arrives damaged or incomplete, please keep all packing materials and contact customer service at 800.876.2267.
- Shortages or damage claims can only be honored for seven (7) days after receipt of merchandise.

ERRORS. Errors in description, prices, or typographical errors are subject to correction. We reserve the right to substitute in case of a design or style change.

WHY DO I HAVE TO PAY SALES TAX? State law requires us to collect sales tax on products shipped to states where we have stores or agents. Please add the applicable state tax on shipments to CT, FL, IL, MD, MA, NJ, NY*, OH, & PA.

(*In NY, figure tax on the total of sales plus shipping and handling.)

WHY DO I NEED TO PROVIDE MY E-MAIL ADDRESS?

Due to high volume and difficulty in contacting customers, Clöz will use e-mail to:

- Send confirmation for your Fitting appointment.
- Contact you with any questions on your order.
- Confirm receipt of your order and review it for accuracy.
- Clöz will not sell your address or send any "Spam".
- Be sure you have listed donotreply@cloz.com as an approved address with your Internet Service Provider.

HOW DO I PROCESS A RETURN OR MAKE AN EXCHANGE?

- All Returns & Exchanges must receive a Return Authorization number prior to being returned.
- Please refer to the Return and Exchange section on the back of your invoice, which you will receive with your order or, for more info, visit www.cloz.com/returns.

Clöz™ Stay Social!

LIKE US ON

facebook

<http://www.facebook.com/TheClözCompanies>



The Clöz Companies

Check out our facebook page and share your stories, connect with our customer service department, ask questions... and learn about exclusive promotions!

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