

Return and Exchange Form

Exchange or Refund

Exchange from _____ to _____
style color style color
Refund _____
styles and colors

Reason for Return

Order Information and Shipping Address

Original purchase by (if gift): _____
Order ID/Number: _____
Ordered from: Tokenbags.com
Phone/Email/Fax Order Other
Name: _____ Tel: _____
Company/Institution: _____
Street: _____
Apt/Suite: _____
City: _____ State: _____ Zip: _____
Email: _____

Credit Card Information (exchanges only)

Visa MasterCard American Express
Card Number: _____
Expiration Date: ____ / ____ CVV/CCID Code*: _____
* three or four digit number at the end of the list of numbers in back of card
Signature: _____
Date: _____



Limited Lifetime Warranty

Portage Worldwide Inc offers a lifetime warranty on all of its products purchased from authorized dealers against manufacturing defects. This does not cover damage caused by improper care, or the natural breakdown of material through extended use (such as fabric abrasion, zipper wear, and foam breakdown). Any intentional modification to your bag will void all warranty. If you believe your item is defective, please send an email explaining the condition of your bag, along with an image of the issue to: warranty@tokenbags.com. An RMA number will be provided after your request is submitted. Please be sure to wait for this RMA number before shipping your bag to us.

Products returned for warranty service will be qualified for replacement at the discretion of Portage Worldwide Inc. Defective items will be replaced with an item of the same style and color if available, or a similar product of equal or greater value otherwise. For more details about warranty services, please visit the Customer Service section of www.tokenbags.com.

Recommended Care

Do not machine wash or dry clean your bag, as doing so will void the warranty. For Ballistic and Cordura Nylon bags, we recommend hand washing gently with a light amount of soap and water. For more specific care instructions for all Token Bag fabrics, please visit the Customer Service section of www.tokenbags.com.

Return and Exchange Policy

Due to high shipping costs, we currently do not accept any exchanges for international orders unless you are willing to pay for shipment of the exchange item. All items returned for refund or exchange must be received within 60 days of the date the original order was received. All returned merchandise must be unused, unwashed, undamaged, and have no significant odors (please note that keeping your bag in a heavy smoking environment may degrade the condition of your item regardless of actual use). For this reason, folding or cramming your return bag into a small package for return is not advised. All tags must still be attached to the item(s), or included in the return package.

If any item from an order is returned for refund or exchange, all promotional items included with said order must also be returned. There is a maximum of one refund or exchange request per order (items exchanged once cannot be returned again for refund or exchange). Sale and promotional items are final sale only, and cannot be returned. Condition and eligibility of returned merchandise is at the discretion of Token Bags, and any items judged to not meet the above criteria may be disqualified for refund or exchange, or subject to a 15% restocking fee.

Costs and Credits

Expenses for shipping back the return item(s) must be paid for by the customer, unless the reason for the return or exchange is due to an error by Portage Worldwide Inc. However, Portage Worldwide will cover costs for shipping the exchange item to you, except if the shipment requires special handling that may incur additional fees. For refunds, we will refund the entire price of the bag including taxes (if applicable), but not including shipping costs. Refunds will only be made to the credit card account to which the initial order was charged, unless an original gift receipt is provided. Your card will be credited within 7 business days of our receipt of the return item. For exchanges, the difference in the current retail value of the return and exchange item will either be charged or refunded. Exchange items will be shipped out from our warehouse within 7 business days of our receipt of the return package, unless the exchange item requested is out of stock.

Instructions on How to Return Item(s)

Please read the return and exchange policy carefully and fill out the return and exchange form on the back. Include the fully filled out form and the original sales or gift receipt in your return package. If a sales receipt was not included in the original package, or was otherwise lost, print out the order information from your account on the website you purchased our products on, and include it in the return shipment. If your order was placed over the phone, fax, or email, and no such record is available, include as much information as you have available with the return shipment. In particular, please take care to note the customer name, order number or order ID, if one exists, and the date of purchase. If we are unable to find a record of your original purchase, we will be unable to qualify you for refund or exchange.

Ship the return package to the following address:

Portage Worldwide Inc
Attn: Online Department
110 Greene St, Suite 700
New York, NY 10012
Email: customerservice@tokenbags.com

Portage Worldwide cannot be held liable for any return packages lost in transit. If you are unsure as to whether your order qualifies for return and exchange, feel free to contact us first at customerservice@tokenbags.com before shipping back your item(s).

Return and Exchange Checklist

- ✓ You have read the return and exchange policy in full
- ✓ The date your original order was received was less than 60 days ago
- ✓ The item being returned was not a sale or promotional item
- ✓ The item you are returning is unused, unworn, and undamaged
- ✓ All tags are still attached to the bag, or included in the package
- ✓ You have included a sales or gift receipt, or order information
- ✓ The form on the back is completed and will be sent with the package