The Alaska Club Pro Shop
RETURN POLICY

Items may be returned within 30 days of purchase date.

30 DAYS OR LESS

Items unused w/receipt	- return for credit or check request - return the item to the floor
Items unused w/o receipt	- tags on item show it's from TAC - return for credit only or exchange - return the item to the floor
Items used w/receipt	- return only if defective or a valid reason - return for credit only or even exchange - send the item to the Pro Shop Buyer
Items used w/o receipt	- must be handled by GM or Operations Manager - send the item to the Pro Shop Buyer

30 DAYS OR MORE

Items unused w/receipt	- return for credit - return the item to the floor

Items unused w/o receipt	- tags on item show it's from TAC
	- if we still have the item on the floor
	    - return for credit only or exchange
	    - return the item to the floor
	- if we no longer have the item on the floor
	    - return for credit only at 50% off
	    - markdown item & place on sale rack

Items used w/receipt	- defective or valid reason for the return - return for credit or even exchange - send the item to the Pro Shop Buyer
Items used w/o receipt	- must be handled by GM or Operations Manager - send the item to the Pro Shop Buyer

The Alaska Club
Pro Shop
RETURN PROCEDURE

A customer may return an item at any Alaska Club location. The procedures for all returns are as follows . . .

1) A customer may return the item for credit to an Alaska Club account, check request or bankcard credit.

2) Fill out Pro Shop Return Form and provide the following information . . .
   a) date
   b) member name
   c) member #
   d) item description
   e) reason for return
   f) receipt presented: yes/no
   g) original receipt #
   h) Total $ amount of credit
   i) TAC location
   j) staff initials

3) The Pro Shop Return Form provides three copies . . .
   a) top copy (white) – accounting
   b) middle copy (yellow) – attach to the returned item
   c) bottom copy (pink) – give to the customer for their records

4) Log this transaction in the Pro Shop Return Log. You must list every item and its cost returned by that customer. When accounting questions a customer return, this log must provide a list of all the items returned by that specific customer that day.

5) The Front Desk Manager, Operations Manager or General Manager will approve the top copy (white), verify that the customers receipt is attached before it's sent to accounting.

6) Add all items back into your inventory at the end of every month. If the item is defective, contact the Pro Shop Buyer immediately for instructions.

7) For returns that require a check request or bankcard credit, you must fill out that specific form. These forms are available through our Accounting Systems Manager ext. 153.

8) Questions or concerns? Call the Pro Shop Buyer at EAST 330-0124.

Location______________________

Pro Shop Return Log

DATE	Member #	Last Name	First Name	Item Description	$ amount of item	Receipt?	Defective?	Returned to floor?	Added to inventory?
						Y **or** N	Y **or** N	Y **or** N	Y **or** N
						Y **or** N	Y **or** N	Y **or** N	Y **or** N
						Y **or** N	Y **or** N	Y **or** N	Y **or** N
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