



## Exchange/Return Merchandise Authorization Form

Dear Customer,

Thank you for purchasing skate products from Nistevo Sport MFG (Luigino, Atom Wheels). We regret that you have experienced some problems. We are committed to your satisfaction, and will happily process your return/exchange accordingly to our policies, but please follow our procedures. To exchange the item, please follow the steps below:

1. To ensure that you are properly credited, obtain Return/Exchange Merchandise Authorization Number (RMA#) by sending an e-mail to [info@LuiginoUSA.com](mailto:info@LuiginoUSA.com). You must have the RMA# before any exchanges are accepted by Nistevo. No exchanges are accepted without an RMA number.
2. **Pack the product/s securely** using original packing material. Remember, this is still your property and therefore, we will not be responsible for any shipping damage.
3. Write the Return Merchandise Authorization Number on each package returned.
4. Include the following information on our separate Return/Exchange Work Sheet.
  - a. Return Merchandise Authorization Number.
  - b. Your Name, shipping address, and daytime telephone number.
  - c. Model and description of the product(s) you want to exchange for.
  - d. Description of the problem(s) – **please, be specific**.
  - e. Proof of Purchase (copy of your invoice, email, or your packing slip) – must indicate purchase date.
5. Use UPS, FedEx or US Postal Service with tracking number to ship the package(s) to the following address:  
**Returns**  
**Nistevo Sport MFG**  
**RMA # \_\_\_\_\_**  
**8925 Orion Drive NE, Suite E**  
**Lacey, WA 98516 USA**
6. The shipment must be prepaid and insured. We will not accept “freight collect” shipments.
7. Fax or e-mail a copy of this form completed to <mailto:return@LuiginoUSA.com>, and include the tracking number of the package(s) with returned goods.

Exchanges are processed within 10 days of receipt, and refunds are credited or mailed within 2 weeks of processing. A 10% restocking fee is applied to cover our return processing, credit card fees, packing, shipping, and other restocking expenses, unless an error is made on our part. Shipping charges are not refundable. A higher restocking fee will be charged for any damage done to the items or if the items are returned in not-as-new condition.

Best Regards,  
Nistevo Sport MFG

Nistevo Sport MFG  
8925 Orion Drive NE, Suite E – Lacey, WA. 98516  
Ph: 360-456-8628 – Fax: 360-438-7352 – [info@luiginousa.com](mailto:info@luiginousa.com)

# Return/Exchange Work Sheet

**ALL RETURNS SHIPPED TO: 8925 ORION DRIVE, SUITE E • LACEY, WA 98516 • USA**

RMA # \_\_\_\_\_

Shipping Company: \_\_\_\_\_

Shipping Tracking Number: \_\_\_\_\_

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

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

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

Model Number or description of returned product (s): \_\_\_\_\_

Model or description of product (s) you want in exchange: \_\_\_\_\_

Description of problems: \_\_\_\_\_

Attach Proof of Purchase (copy of your invoice email or your packing slip) –  
Please indicate date of purchase.

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

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Payment method for balance owing on exchanges only: Check appropriate box. Personal Check  Money Order  Credit Card

Credit Card Number \_\_\_\_\_ Expiration Date \_\_\_\_\_

Print Name as it appears on card \_\_\_\_\_

Signature (Required) \_\_\_\_\_

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

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

All information will remain confidential and is used for the sole purpose of return/exchange authorization.

