

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-monogramed / personalized condition within 14 days.
- All sale item merchandise is a final sale purchase. 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-monogramed / personalized 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 monogramed apparel.
 - Those types of items cannot be returned or exchanged regardless of the date.
 - Those 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-monogramed/personalized condition can be returned for merchandise credit.**
- Merchandise returned after 45 days from shipment cannot be returned or exchanged.

IS YOUR ORDER INCOMPLETE?

PLEASE CHECK YOUR ORDER IMMEDIATELY UPON RECEIPT OF YOUR PACKAGE.

BACK ORDERS:

- Back-ordered merchandise in the process of being personalized or readied for shipment cannot be modified or canceled.
- 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.
- Clöz cannot make changes, deletions or additions to back orders

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

- Before you package your merchandise for refund or exchange, please call Clöz customer service at (773) 247-8879 between the hours of 8am to 4pm Mon – Fri. CST (9am-5 pm EST) or visit www.cloz.com/RANumber to obtain a Return Authorization Number (RA #).
- Merchandise will not be accepted for processing without an RA# on the outside of box.
- Please indicate on this form (you may use an additional note sheet if necessary) the items you wish returned.
- If applicable, list in the area below any items you wish replaced or exchanged for the items being returned.
- Upon inclusion of your form with your merchandise, and 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

- Please make sure you ship your package insured and prepaid via FedEx, UPS, USPS or DHL. Clöz will 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.
- Exchanged merchandise is shipped via ground delivery. Your exchanged merchandise will be shipped at no charge. However, returning the merchandise you wish for refund or exchange is your responsibility.
- Express shipping your exchange will incur additional fees. Please contact customer service (773) 247-8879 between the hours of 8am – 4pm Mon – Fri. CST (9am-5 pm EST) for express shipping prices.

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

- You may expedite your exchange by calling customer service (773) 247-8879 between the hours of 8 am – 4 pm Mon – Fri. CST (9am-5 pm EST) and request an “Advance Exchange”.
- You will be charged in full for your “Advance Exchange” merchandise once it is shipped.
- You will receive credit for your returned merchandise, subject to the Clöz policy, upon Clöz’ receipt.
- Name tapes will not be sewn into “Advance Exchange” merchandise.
- Your Advance Exchange processing time will be expedited. However, it will be shipped FedEx Ground.
- If you wish to expedite the shipping time, the additional express shipping charges will be your responsibility.

SHORTAGES & CLAIMS:

Please check your order immediately upon receipt 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 – 4pm Mon – Fri. CST (9am-5 pm EST) .
- Shortages or damage claims can only be honored for (7) days after receipt of merchandise.

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 2008

Lake Bryn Mawr Camp

Directors: Jane and Dan Kagan

Winter Address		Summer Address
P.O. Box 612 Shorts Hills, NJ 07078 Phone: 973.467.3518 Fax: 973.467.3750	593 Bryn Mawr Road Honesdale, PA 18431 Phone: 570.253.2488 Fax: 570.253.1350	
LAKE BRYN MAWR CAMP REQUIRED UNIFORM		
Qty. Suggested	Description	# Packed Going
100-300	Name Tapes	
2	Choose 2 of the following Sweatshirts: Hunter Sweatshirt with Sewn Letters (Crew or Hooded) Ash Sweatshirt Logo'd (Crew or Hooded) Hunter Sweatshirt Logo'd (Crew or Hooded)	
2	Choose 2 of following Sweatpants: Ash Sweatpants Logo'd (Traditional \Open \Flare) Hunter Sweatpants Logo'd (Traditional \Open \Flare)	
6	Choose 6 from the following White Tees Logo'd White Traditional Short Sleeve Tee Logo'd White / Hunter Ringer Tee Logo'd White Tank Tops Logo'd Girls White Fitted Tee Logo'd	
1	Senior Camp Tee Antique Gold Logo'd (for campers entering 7th grade & up)	
1	Junior Camp Tee Hunter Green Logo'd (for campers entering 6th grade and under)	
3	Hunter Traditional Tees Logo'd	
3	Gold Traditional Tees Logo'd	
1	Hunter Name Shirt	
1	White Long Sleeve Tee Logo'd	
1	Hunter Long Sleeve Tee Logo'd	
1	Hunter / White Reversible Mesh Tank Logo'd	
3	Hunter Shorts (Your Choice) Logo'd	
3	White Shorts (Your Choice) Logo'd	
3	White Shorts (Your Choice) no logo	
1	Pair of Slacks, Capris, or Jeans, for Friday night (White)	
1	Hunter Camp Jacket Logo'd	
1	Pair of Sneakers (Required)	
1	Pair of Extra Shoelaces	
ADDITIONAL REQUIRED APPAREL & ACCESSORIES		
	(Please conform to recommended quantities)	
4	Assorted Casual Short Sleeve Tops (non-uniform)	
2	Assorted Casual Long Sleeve Tops (non-uniform)	
2	White Tees (non-uniform)	
2	Pairs of Blue Jeans / Long Pants (non-uniform)	
3	Pairs of Shorts (Your Choice) (non-uniform)	
UNDERGEAR		
12	Pair of Underwear	
18	Pair of White Socks	
2	Sets of Warm Sleep Wear	
2	Sets of Lightweight Sleep Wear	
2	Sports Bras	

Qty. Suggested	Description	# Packed Going
BED & BATH		
	Bryn Mawr will supply all towels, sheets, and laundry bags for each camper. Only Senior Campers may bring their own sheets and towels. Note: Laundry is done twice per week and returned next day.	
2	Blankets or 1 Comforter	
1	Standard Pillow	
1	Pillow Case	
1	White Hooded Terry Bathrobe (Logo Optional)	
3	Washcloths	
	Toothbrushes, Hair Brush, Soap, Shampoo, Conditioner	
WATERFRONT		
1	Hunter Team Swimsuit (Optional, but required for swim team)	
3	Additional Swimsuits (any color)	
1	Pair of Tevas / Sandals	
	Sun Screen, Lip Balm, Nose Clip, and Ear Plugs	
CAMPING GEAR		
1	Flashlight & Extra Batteries	
1	Water Bottle or Canteen	
1	Overnight Trip Bag (Seniors Only)	
1	Insect Repellent	
OUTERWEAR		
1	Hooded Rain Jacket or Poncho	
PACK & SHIP		
2	Soft Trunk / Cargo Bags w/ Name	
1	Luggage Tags (Optional)	
EQUESTRIAN (RIDERS ONLY)		
1	Pair of Jodphurs	
1	Pair of Paddock Ridding Boots	
ATHLETICS		
	Lake Bryn Mawr Camp provides athletic equipment necessary for campers to participate in activities, unless noted “Required” all items are Optional; however all personal items must be clearly marked with the camper’s name.	
GYMNASTICS		
	(Both leotards are required for any camper interested in participating on a team program. Everyone is accepted on a team)	
1	Hunter Long Sleeve Leotard Logo'd	
1	Hunter Sleeveless Leotard Logo'd	
SOCCER		
2	Pair of Soccer Socks (Required)	
1	Pair of Shin Guards (Required)	
1	Pair of Athletic Field Cleats (for all field sports)	
1	Mouthguard	
TENNIS		
1	White Tennis Bottom (Choice of Short or Skirt)	
1	Visor or Cap	
1	Tennis Racquet (Required)	
1	Pair of Tennis Sneakers (Required)	
	Wrist Band / Head Band (Logo Optional)	

Continued.

