



## CUSTOMER SERVICE & RETURN POLICY

### Customer Service

Customer Service is available Monday–Friday 8:00 a.m. to 5:00 p.m. CST by phone at 1-800-496-1086 or by fax at 903-876-4005. Inquiries by mail can be sent to P.O. Box 246, Frankston, Texas 75763, or email [dick@atwoodhats.com](mailto:dick@atwoodhats.com).



### Return Policy

All hats sold by Atwood Hat Company are warranted against any defects in material or workmanship. Claims for shipments not received, shorted or damaged shipments must be reported within 10 days of the invoice date.

Before returning any merchandise, all customers must have prior authorization to ensure accurate credit. Call our Customer Service Department at 1-800-496-1086 to receive authorization. When calling, please have your account number and invoice number ready.

Credit will be issued for returned hats that meet the following criteria:

- (1) a defect is found in either the manufacturing or the materials;
- (2) the hat has not been altered or repaired in any way; and
- (3) the hat shows no sign of wear, abuse or water damage.

If a sellable hat is returned, Atwood Hat Co. has the right to refuse the return or accept the return at a 10% restocking fee per hat. Atwood Hat Co. reserves the right to provide a replacement in lieu of credit.

When returning hats, please make sure to properly pack and ship them. Any hats that are damaged upon return to Atwood Hat Co. due to improper packing will not receive credit.

### SIZE CHART

Circumference of head where hat brim sits:

Inches	21 1/8	21 1/2	21 7/8	22 1/4	22 5/8	23	23 1/2	23 7/8	24 1/4	24 5/8	25 1/2
Hat Size	6 5/8	6 3/4	6 7/8	7	7 1/8	7 1/4	7 3/8	7 1/2	7 5/8	7 3/4	8
Metric Size	54	55	56	57	58	59	60	61	62	63	64.5

The sizes shown in the above chart are basic sizes of the molds used to form our hats. The same molds are used to shape all our hats, whether they are made of palm leaf, straw, or felt. The thickness of each material affects the way a hat fits. For instance, palm leaf is thicker than straw, and therefore, will fit a bit more snugly than a thinner straw. Another factor that affects the fit of a hat is the thickness of its sweatband. The hats we offer have sweatbands of various thickness. A palm

leaf hat with a foam and cloth sweatband can be expected to fit more snugly than a straw hat of the same size with a thin goat skin sweatband. In some cases, it might be necessary to fit a customer in a hat of a different size than he has previously worn.

It is important for our hat department employees to know why hats of the same style, but different materials, do not fit quite the same way. Although the difference is small, there is a difference.