



Exchange Elf Process

Exchange Elf refers to Rally House's post-holiday process. We want all guests to have a seamless return or exchange experience. This process will help keep the store team organized to better assist our guests with their needs.



Exchange Elf (Party Host or Zoned Team Member) is a friendly, knowledgeable team member responsible for assisting guests with

- Exchanges
- Returns
- ISPU

Positioned at the store entrance, they greet and help guests upon entering the store.

SAY  **"Welcome to Rally House! I see you have an exchange."**

Exchange Elf Guest Support

For exchanges/returns, it's important to support guests with their items and encourage them to select a new item before joining the line.

No Receipt



If the guest does not have a receipt, ask to see the items so you can better assist.

- Confirm that the item(s) are eligible for return
 - Unworn, unwashed, odorless, undamaged, have the original box/packaging & tags.
 - Quality of product should be reviewed by the MOD and determine what's right for the guest.
- Let the guest know they are eligible for an exchange or instore voucher and can look around or join the line. **If this was a gift, a gift card is an option from 12/26-1/11/2026.**

Has Receipt



Remind guests to find their new items before getting in line at the register if they wish to exchange.

- The Party Host/Exchange Elf should utilize the Yealink to call for an available team member to help the guest find new items.

ISPU Process

Assist guest with In-Store Pick Ups

If the cashwrap is located at the back of the store the Exchange Elf will need to be able to move freely from the ISPU fixture to the front of the store.

Hours

Select high-return stores received additional hours as part of the total Legion budget for 12/26-1/11 to add staffing for returns.

- All hours are accounted for in Legion Budget.

Stores where their NFL Team is in Playoff contention may need additional staffing at the registers.

1. Staff the register with a sales associate.
2. Have the secondary cashier be a team sales lead so that dual authorization can be entered on approved returns.
3. Process return/exchange following the current policies.

Cashier & Cashwrap Quick Guide

The quick guide can support cashiers in navigating exchanges and returns. Links have been added to resources and can either be clicked on or titles entered into the Zipline Library search to review the processes.

Return **WITHOUT** Receipt

For purchases without a receipt, items must be unworn, unwashed, odorless, undamaged, and have the original box/packaging and tags.

- **HOLIDAY EXCEPTION From 12/26- 01/11/2026 ONLY:** Guests will be presented the option for no receipt returns to exchange or receive a Gift Card at the lowest selling price.
- Customers will need to provide a **valid government-issued photo ID** when returning an item(s) without a receipt. A manager will approve all returns.



The Ship from Store Sitoo Process can not be used to exchange an item at this time!

Cashier Process

- Follow the current guide (The guide will refer to In-store vouchers, which should be disregarded until 1/11/2026.) : **Returns WITHOUT Receipt aka No Receipt Exchanges**
 - If the item(s) does not have the tag(s) and the guest does not have a receipt, there is no return option.
- Offer the exchange and/or Gift Card **12/26-1/11/2026 ONLY.**
SAY: Your options are an exchange or a gift card can be offered at the lowest selling price.

Additional Resources: [In-store Return Charts](#) The chart reflects standing policy, not the Holiday Exception

Return **WITH** Receipt and Gift Receipt

Rally House gladly accepts returns that are within 120 days of original purchase with valid receipt.

- Refunds will be made in the form of the original payment.
- Customer's name, e-mail (not mandatory), and zip code will be needed for refunds and exchanges. A manager will approve all returns.
 - *After 120 days, honor the return if we still carry the merchandise.
 - As a reminder, gift cards can take approximately 15 minutes to activate on SITOO.

Cashier Process

- Follow the current guide: **Returns and Exchanges with a Receipt.**
- A gift receipt return is placed onto a gift card. Review the **Gift Card process**, if needed.

Online Return

Follow the refund policy, and proceed to Sitoo to refund the guest through Sitoo. NetSuite should only be used if the order number can not be found in Sitoo.

Cashier Process

Process Chart and Guide: [Online Return Chart](#) (chart provides NetSuite process, if Sitoo search fails)

Return Product to the Floor

1. Re-ticket items and re-sensor if they fall within the sensor guidelines as quickly as possible and return the merchandise back to the sales floor.
2. The store team needs to treat go-backs like in-store pickup orders and get the merchandise back to the floor **every 15 minutes** so that it is available for the next guest to shop.