



# Handset Returns & Exchange - Shipment Form

**Place this form on top of your handset when you ship it out.**  
Ship your filled-out form and handset in the original or similar protective packaging.

**SEND TO:** Ace Returns  
1671 S Broadway St. Ste G19  
Carrollton, TX 75006

**1 Before shipping, email your tracking number to support@acexr.com**  
Include your order number and whether this is a Return or Exchange so we can prepare for your shipment.

**Request Type: (check one)**

**Return** — I want a refund for my hardware       **Exchange** — I want a different item

### Customer Information

<b>First Name</b>	
<b>Last Name</b>	
<b>Ace Account Email</b>	
<b>Ace Order Number</b>	<i>Found in your shipping email from noreply@goshippo.com</i>
<b>Phone Number</b>	

### Return / Exchange Details

<b>Items Being Returned or Exchanged</b>	
<b>Reason for Return or Exchange</b>	

**EXCHANGE ONLY — Complete this section if requesting an exchange**

<b>Item You Would Like Instead</b> <i>(model / type)</i>	
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**Place our Handset Returns - Shipment Form and your hardware in the original or similar protective packaging.**  
We will refund your hardware purchase after we receive it in like-new condition. Processing takes about 7 business days.  
We do not accept returns for the Meta Quest headset. Contact support@acexr.com on how to return your Meta Quest.  
Memberships to the Ace VR App are non-refundable but may be canceled anytime at <https://platform.acexr.com/login>  
Questions? Contact Ace at support@acexr.com