

# RETURN & EXCHANGE FORM

Questions? Please email us at [customerservice@weddingcheckout.com](mailto:customerservice@weddingcheckout.com)

If for any reason you are not completely satisfied with your order, we will happily exchange the item or refund the purchase price (excluding cameras, personalized items, food and beverages, and underwear, which are not returnable). Returnable items must be sent back within 60 days from the date your order is received and must be in resalable condition, unless the return is due to an error on our part. If an item must be returned due to our error, please contact Customer Service at (800) 390-9784 7 days per week, between 8 a.m. and 5 p.m. PT so that we may assist you in processing the return.

PLEASE NOTE: Shipping is the responsibility of the customer and is not refundable. No credit is given for lost packages. **Nonreturnable items sent back to us will not be returned, and no exchange or credit will be issued.**

**step 1** ORIGINAL ORDER # (IF AVAILABLE): \_\_\_\_\_

Originally purchased by:

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

DAY PHONE \_\_\_\_\_ EVENING PHONE \_\_\_\_\_

EMAIL \_\_\_\_\_

If exchanging, send to (if different from purchaser):

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

DAY PHONE \_\_\_\_\_ EVENING PHONE \_\_\_\_\_

EMAIL \_\_\_\_\_

**step 2** Please indicate the item(s) you are returning and include a reason code:

01 Wrong item shipped

03 Quality unsatisfactory

05 Personalization error

02 Duplicate item shipped

04 Item damaged in transit

06 Other (please specify): \_\_\_\_\_

REASON CODE	ITEM #	ITEM NAME	QTY	PRICE	TOTAL PRICE

**step 3** Please specify what you would like us to do:  EXCHANGE ITEM  REIMBURSE MY CREDIT CARD

For exchanges only, please indicate the new item (s):

ITEM#	DESCRIPTION	PERSONALIZATION	GRAPHIC	FONT	QTY	PRICE	TOTAL PRICE
ORDER TOTAL							

If the total of your exchange or new order exceeds the value of your return, please specify a method of payment:

DISCOVER  MASTERCARD  VISA  AMERICAN EXPRESS

CARD # \_\_\_\_\_ EXP DATE \_\_\_\_\_

SIGNATURE \_\_\_\_\_



**step 4**

Enclose this return form along with the merchandise in a well-sealed box. Cut out and attach the return label provided above with clear tape to the outside of your package and return by any trackable shipper or by insured mail. COD deliveries will NOT be accepted. Remember to include your return address on the outside of your package. For the safety of our employees, any package received without a return address clearly marked on the outside will be destroyed, and we will not replace the contents.