

RETURN REQUEST FORM

STEP 1

Fill Out Contact/Ship To Information

Oder from: _____

Oder No.: _____

Name: _____

Address: _____

City: _____ State: _____ ZIP: _____

Country: _____

Phone Number: _____

E-mail: _____

Return Policy

Eligible items may be returned for store credit only. Returns must be returned within 30 days of the ship date received. Returned items must be in original condition (free from scratches and not been installed) with all product tags attached in the original packaging (not have any writing)

Have any questions

Contact our customer service by mail:
supports@faucetdirect.store

STEP 2

List items you are returning including reason for return. (See chart below)

Item Name	Model	Quantity	Description	Reason Code

REASON CODES: Enter the reason code in step 2.

Fit	Quality	Service	Other
31 Too Big	41 Damaged/Defective	51 Not as expected	61 Changed my mind
32 Too Small	42 Missing Parts/Hardware	52 Arrived too late	62 Did not like style
33 Shank Too Short	43 Damaged during shipping	53 Ordered 2 units, kept 1	63 Did not like finish
34 Hose Too Short	44 Poor Quality	54 Wrong item arrived	64 Did not pass inspection
35 Incompatible	45 Cartridge leaking		
	46 Not as expected		

STEP 3

Enclosed this form with item's photos if defect.
Email to: supports@faucetdirect.store

PHONE:

+1-(408) 763 5699 (US)
+86-750-2731579 (CN)