

A Division of NLC Products, Inc. 218 Massengale Road Clarksville, Arkansas 72830

# Return Merchandise Form

## Merchandise Return Dept. 218 Massengale Rd. Clarksville, AR 72830

Thank you for ordering from Creative Irish Gifts.

Your satisfaction is very important to us. For your convenience we have provided this Return Merchandise Form. Completing this form and following the return procedures will help to ensure quick processing of your returning merchandise.

Damaged Merchandise:

If merchandise is received damaged, you have 5 days from the date of receipt to file a damage claim. Please keep all wrapping materials including interior and exterior containers. If items are damaged, notify us immediately. Please call:

#### CLIENT SERVICES at 800-453-6696

Merchandise Return Policy

Please call within 10 days of receipt of your order if for any reason you are not satisfied with your purchase. Fill out the return form below by completing the appropriate section. Returns should be shipped prepaid via USPS mail only to the address above along with this form. When the item is received, we will replace it or refund the purchase price (less the shipping and handling costs). This process may take up to 10-14 days depending on the time of year.

**Drop Ship Items** 

If the item is shipped separately to you by our vendor (drop ship item), please call for instructions. You may be asked to return the item to an address not shown on the package.

#### Credits

Credits will be issued in the same method of payment as the original order was paid except for personalized. For additional purchase, include credit card number, CVV number, expiration date and signature below.

Return/ Exchange of Personalized Items

All sales are final. Custom and personalized items cannot be accepted for return, unless there is a manufacturing error or product defect.

### Return Merchandise

Qty.	Item No.	Description	Color	Size	Circle (R)-Refu	: (E)-Excl und or (C	ange, )-Credit	Return Code	Price Each	Total
					Е	R	С			
		***			E	R	С			
					Е	R	С			

**Exchange Merchandise** (Indicate merchandise desired as an exchange in this area)

Pg#	Item No.	Color	Size	Qty.	Description	Price Ea.	Total
7 1 5 5				-1	- di A		

#### General Instructions:

- 1. Complete Return Merchandise Form and enclose in package.
- 2. Use the Return Shipping Label provided to address your package.
- 3. Please provide a daytime phone. (
- 4. Securely wrap and send your return PREPAID via USPS mail only.

(Sorry, we cannot accept C.O.D. shipments.) DO NOT SEND YOUR RETURN VIA AN EXPRESS SERVICE REGARDLESS OF THE REASON WHY YOU ARE RETURNING THE ITEM, YOUR SHIPPING FEES ARE NOT REIMBURSABLE. ONLY USPS SHIPPING FE S WILL BE REFUNDED.

5. Please allow approximately 2 weeks for receipt of your exchange order. If returning an item for exchange please include \$5.95 for return shipping.

NOTE: If you have any other questions about your order or if we can help you in any way, please call 800-453-6696.

## What can we do for you?

- Exchange Item
- Refund/or Credit Item

## Return Codes

- Ordered Wrong Size
- Ordered Wrong Color
- Wrong Size Sent
- Wrong Color Sent
- Wrong Item Sent
- Wrong Monogram (6)
- Wrong Name Plate
- Quality Not as Expected
- Arrived Too Late
- Damaged in Transit (10)
- Defective (11)
- Unlike Picture (12)
- (13)Unwanted Gift
- (14)Price
- (15)Did Not Meet Expectations
- (16) Other (please specify)

☐ I hav	ее	enc	lose	ed a	ch	eck	for a	addi	tiona	al co	st	of me	rch	andi	se; A	٩m٥	ount	Enc	clos	ed \$										
Pleas																														
Card	Γ			T				T	Т	T	Τ			П		70	VV		T	T	T	C	ard				Signature			
Number				_													Joae				1	_ =	xpire	es:		_	Signature			