

2020 WHOLESALE EXCHANGES

Lovepop Return Merchandise Authorization (RMA) Form

Date: _____

Name of your business: _____

Your Name _____

Phone number: _____

Email address: _____

Please read all policies before completing and submitting the form.

Lovepop Exchange Policies:

1. If your RMA is approved, you will be notified by email of the approval and instructions on how and where to return the items. Once the items are received, Lovepop will issue a credit memo on your account to be used on your next reorder, and the credited amount will be deducted from that re- order invoice. Note: These are exchanges, not returns, so you will NOT receive a REFUND of your original payment method and any Credits may only be applied to your next invoice.
2. Inventory may only be exchanged after a period of 90 days from date of shipment. It may only be exchanged if the quantity is 3 or more of a sku.
3. Inventory submitted for exchange that has not been approved in writing on an RMA from Lovepop will not receive a credit and cannot be returned to you.
4. Display samples will not be counted as inventory being exchanged for credit. Do not include them in your request or in your shipment. Counting them toward the required 3 pieces of inventory per SKU may nullify that SKUs ability to be credited.
5. Any inventory submitted for exchange that is not in sufficient condition for resale will not be included in any credit offered.
6. Starting August 2020, designs that go into liquidation will no longer be eligible for store credit. Please contact our billing department for further details on this policy.
7. To receive an approval, please email all pages of the completed RMA form or direct any RMA questions to: BILLING@LOVEPOPCARDS.COM

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Please use the table below for communicating the Lovepop items you are requesting to exchange:

Order #	SKU	Item Name	Qty	Price per	Total Credit

1. Submitting this request does not guarantee that an exchange or credit will be granted.
2. Credits will be processed within 14 days of our receipt of an approved exchange.
3. If you need additional room to document what you are exchanging, you may attach another sheet.

ONCE APPROVED, PLEASE:

1) INCLUDE A COPY OF THIS LIST IN YOUR SHIPMENT OF CARDS TO BE EXCHANGED.

2) SEND THE TRACKING NUMBER FOR THE SHIPMENT TO BILLING@LOVEPOPCARDS.COM

3) RETURN CARDS TO:

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Excelsior Integrated
705 Pleasant St
Lee, MA 01238