



Cleveland Metroparks®

Exchange/Return Form

Please review the Cleveland Metroparks return policy on our website before sending any merchandise back. Contact us with any questions or concerns prior to returning merchandise: email us at natureshops@clevelandmetroparks.com

Please include this form when sending merchandise back to return/exchange. Filling out this entire form will ensure prompt and efficient service. Cleveland Metroparks is not liable for any merchandise shipped back to us without proper documentation included.

Order and Contact Information

Order #: _____

Name: _____ Company: _____

Shipping address: _____

Postal code: _____

Phone: _____

Email: _____

Original purchased product (size/color/description/qty): _____

Exchange/Return Information

Please check one of the following options: _____ Exchange _____ Return & Refund

Reason for return/exchange: _____

List your desired replacement(s) - include size/color/description/qty _____

Replacement availability is not guaranteed. Due to the limited quantities on some of our products, not all exchange requests may be possible to fulfill. If no longer available, a customer service representative will be in touch. If exchange is for a higher valued product compared to original purchase, customer will be charged for any remaining balance. For help with exchanges contact us at: natureshops@clevelandmetroparks.com.

**Send all exchanges and returns to:
Cleveland Metroparks
ATTN: Webstore Return/Exchange
6100 W Canal Rd.
Valley View, OH 44125**

When shipping items back to us, we recommend using a traceable shipping service and purchasing insurance. Without this, we cannot guarantee we will receive your shipped item and are not liable for lost or broken packages. Shipping costs are non-refundable.

An additional shipping fee will be charged on exchanges.