



Retail Product Return Form

Please include this form with your shipment

A Return Authorization Number (RMA#) is required along with your order#. Packages received without this documentation will not be processed. Please email customerservice@heathceramics.com to receive your RMA#. Visit our [Shipping and Returns](#) page on our FAQ for our full return policy.

Product may be returned for exchange, store credit, or refund to the original form of payment within 30 days from purchase. Gifts are not eligible for refund. Shipping is non-refundable. Please allow up to 2 weeks for processing exchanges. If additional payment is required you will be contacted for credit card information. Any remaining balance will be issued as Store Credit or Refund. Heath is not responsible for breakage on return shipments.

Ship to: **Returns**
Heath Ceramics LTD
 1890 Bryant St. Suite 101
 San Francisco, CA 94110

Please ship UPS or USPS
 for best service and write
 RMA# on top of box, next to
 address label.

Customer service: email
customerservice@heathceramics.com or
 call **415 361 5552 x 12** on weekdays
 8am-4pm PST.

Packing Slip # or Order #	Date Returned	# of Boxes Returned	RMA#

Name	
Email	
Phone	
Mailing Address	

Return Codes:

A Prefer a different color **B** Prefer a different size **C** Received incorrect product **D** Ordered wrong item **E** Quality of item **F** Item did not meet expectations **G** Damage **H** Other

RETURN FOR circle one	RETURN ITEM DESCRIPTION product name/SKU	REASON (A-H)	QTY	IF RETURNING FOR PRODUCT: list product name/SKU, color, qty
PRODUCT / STORE CREDIT / REFUND				
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