

## **RETURNS**

You **MUST** fill out this form completely and accurately, and include it with your return. Without this return form, we will not be able to process your refund. To best protect our customers' credit card information, no exchanges are allowed. Instead we will issue prompt refunds for returned products.

ORDER # \_\_\_\_\_ EMAIL ADDRESS \_\_\_\_\_  
NAME \_\_\_\_\_ PHONE # \_\_\_\_\_

No RA is required. Fill out this form and include it with your return. We recommend that you send your return via an insured and tracked service such as UPS, FedEx, or Priority Mail with delivery confirmation. You'll want to be able to track the package if any questions arise.

Please return your item in an appropriate corrugated outer shipping carton (like we used to ship to you).

## **CONDITIONS**

Returns must be made within 30 days of when you received your original shipment.

Return shipping charges are not refunded / reimbursed.

If our shipment to you is refused, or otherwise returned to us due to an address error, etc., we will treat the shipment as a return, and return shipping will be deducted from your refund.

Food items cannot be returned.

Special Orders cannot be cancelled or returned.

Alessi products can only be returned if in Brand New, Unused, and Resellable condition.

**If you received a damaged, defective, or incorrect item, please contact us first.**

## **PLEASE FILL OUT THE FOLLOWING**

REASON FOR RETURN:

- Changed Mind
- Duplicate / Unwanted Gift
- Defective / Damaged (please describe) \_\_\_\_\_
- Other \_\_\_\_\_

## **SEND YOUR RETURN TO:**

Kitchen Kapers  
Returns  
1250 Marlkress Road  
Cherry Hill, NJ 08003

## **QUESTIONS and CONTACT INFO**

Customer service representatives are available to help you Monday-Friday, from 10 am to 5 pm EST via live chat (at [www.kitchenkapers.com](http://www.kitchenkapers.com)) or call 800-455-5567. You can also email us at [customerservice@kitchenkapers.com](mailto:customerservice@kitchenkapers.com), we will reply as soon as possible during regular office hours.