

BROWN'S LAMPSHADES

How to Return and Exchange Merchandise

Step 1: Tell us why you are returning the items to us. Write this on the Return/Exchange Form.

Step 2: Enclose the Return/Exchange Form included with your order, along with the merchandise, in the original packaging. (You may also download the form at <http://www.brownslampshades.com/policy.pdf>) We will ship to the same address as the original order unless you fill in a different ship-to address.

Step 3: You must pre-pay postage at the point of return. Please send your merchandise back, via insured mail, to the following address:

**Brown's Lampshades
ATTN: Online Returns
98 South Main Street
Zionsville, IN 46077**

Step 4: Make a copy of the return/exchange form for your records.

Brown's Lampshades Return Policy

- **All shades are sold with a 100% satisfaction guaranty. A full refund or exchange will be made on all lampshades returned within 30 day of purchase. Shades must still be in original protective wrapping. Items returned after 30 days or unwrapped will be subject to a 30% restocking fee.**
- Shipping and handling are the customer's responsibility to BrownsLampshades.com and back to the customer unless the return is due to manufacturing defects.
- Please ship the product back to us via UPS, FedEx, or USPS. We STRONGLY recommend that you insure the package being returned to us. This protects you in case the shipment is damaged or lost in transit. Remember, we can only credit you for items received back in our warehouse.
- If we have inadvertently sent you incorrect merchandise, we apologize. Please call us at 866-908-1396 to have us send a prepaid label for return shipping. Brown's Lampshades will pay for this service.

Our Guarantee

We guarantee our merchandise to be free of manufacturing defects and will gladly accept any defective item for a refund or exchange, within 30 days. If you have received incorrect or defective merchandise, please call us at 1.866-908-1396 for assistance.

RETURN/EXCHANGE FORM

ADDRESS INFORMATION			
Order Number/Date of Purchase			
Full Name			
Street Address			
Address Line 2			
City, State			
Zip Code			
Email Address			
Daytime Phone Number			
CREDIT CARD INFORMATION			
This is used to credit or debit your card for any differences.			
Card Type	Name on Card	Card Number	Exp. Date
ORDER INFORMATION (products being returned)			
Reason for return : 1. wrong quantity received; 2. wrong merchandise shipped; 3. merchandise received damaged or defective; 4. don't like color; 5. want different bag; 6. other (please describe)			
Qty.	Item No./Description	Return Reason Code (see above)	Would you like to exchange it? YES/NO
Please include any additional comments below.			
EXCHANGE INFORMATION (products to be sent)			
Qty.	Item No./Description	Alternate Color/Model (if item is not in stock)	
Exchange Shipping Information (if different than above address)			
Name			
Street Address			
Address Line 2			
City, State			
Zip Code			