



Need Assistance? Call Support @ (978) 777-7927 (9am-4pm M-F EST)  
 Send To: 100 Ferncroft Road, Suite 104, Danvers, MA 01923

**PRODUCT RETURN & EXCHANGE FORM**

If there is a problem with your product, please contact us prior to returning your item(s). We want to make your Grapevinehill transactions fun and hassle-free!

**RETURNED ITEMS MUST MEET THESE SIMPLE REQUIREMENTS:**

- Product must be returned within 60 days of purchase – no exceptions
- Product must be in original, unworn condition – only tried on for fit, sizing, etc.
- Product must be returned in corrugated box accompanied by this Product Return & Exchange Form
- A \$5.00 Fee will be applied to a) items that are NOT returned in a corrugated box, or b) items returned without this form.
- A 50% restocking fee is applied to returned items that show ANY signs of wear, or are returned without original packaging.
- Grapevinehill reserves the right to refuse any return that shows excessive wear.
- Refunds that include shipping related charges are granted only on transactions where product is inspected by Grapevinehill, and is deemed defective or in error – return shipping refunds are limited to the standard ground rate for your item(s).

<b>Name</b>	<b>Ship To Address</b>
<b>Email Address</b>	
<b>User Name / User ID (if different than email)</b>	<b>Contact Phone</b>

Invoice Number / Item Number	Description / Title	Item Price	Shipping Amount	Total Amount

<b>Returned Item Total:</b>	
<b>Returned Shipping Amount:</b>	
<b>Total of Returned Items:</b>	

Reason Codes: Circle all that apply

Fit & Sizing		Service		Other	
01	Too Small	21	Arrived Too Late	31	Defect _____
02	Too Large	22	Wrong Item Shipped	32	Marked or Soiled
03	Too Wide	23	Damaged in Transit	33	Unwanted Gift
04	Too Narrow	24	Item Not As Described	34	I Changed My Mind

**Please Select One of the Following:**

- Refund Via Original Payment Method
- Exchange For Other Item (see below)
- Please send me a Gift Certificate

Returning defective or incorrect product? Choose one:

- Send Replacement
- Refund
- Gift Certificate

**EXCHANGES (& Replacements):** All reasonable exchange requests will be fulfilled if the requested product is available.

**I would like the same product, but with the following variation:** (please select one)

- ½ Size Smaller
- 1 Size Smaller
- ½ Size Larger
- 1 Size Larger
- Narrow
- Wide
- Extra-Wide
- Different Color: \_\_\_\_\_
- Replacement (Same product - if available)

**\*\*Similar Product** : Please describe the product you wish to have in exchange for the item you are returning – Please include any helpful information such as style name or #, color, size, width, etc.

\_\_\_\_\_

\_\_\_\_\_

I know the Grapevinehill SKU (ie. 121420) of the product I am requesting: \_\_\_\_\_

\*\* Additional charges may apply when requesting a **similar** product – please indicate your preferred contact method and your preferred payment method for these types of exchanges.

\_\_\_\_\_

Grapevinehill is here to serve you! All returns are processed within 2 business days of receipt. All refunds are issued within 5 business days of receipt. Base refunds are derived from your item(s) invoice amount, not including s/h. Refunds are issued in the same method of original payment, unless otherwise specified. Email confirmations are sent upon completion of refunds.

**We encourage exchanges – let us know if we can help!**

**THANK YOU!**

<b>Office Use Only:</b> Return processed by: _____	
<input type="checkbox"/> Transaction Updated	<input type="checkbox"/> Customer Emailed
<input type="checkbox"/> Inventory Updated	<input type="checkbox"/> Full Refund
<input type="checkbox"/> Replacement Sent	<input type="checkbox"/> Exchange Sent
<input type="checkbox"/> Refund Completed By _____	Date: _____
<input type="checkbox"/> Payment/Refund Method: _____	