

# WILLIAM ASHLEY

## Return & Exchange Form - USA

All items being returned for exchange, credit, or refund must be accompanied by this form. Ensure all items are in the original product packaging, unwashed, unused, with original manufacturer's stickers still affixed – if the stickers have been removed, this is considered used and cannot be returned.

Please fill out all fields. If any one is missing, the resolution of your order may be delayed.

Order #: \_\_\_\_\_  
Full Name: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_  
Zip Code: \_\_\_\_\_  
Phone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
Email: \_\_\_\_\_

In the case a refund is to be processed, please include the original credit card number:

Credit Card #: \_\_\_\_\_ Exp: \_\_\_\_/\_\_\_\_

### Procedure:

Please ensure that the item(s) being returned are packaged safely for shipping in a proper shipping box using enough packing material. You may re-use a white William Ashley corrugated box and packing material, but a William Ashley “gold box” is NOT SUFFICIENT for shipping.

If the value of the item(s) is \$100.00 or more, a Customs Registration Form is required (available at the Post Office).

Clearly mark on the outside of the box: **“UNSATISFACTORY GOODS BEING RETURNED TO ORIGINAL SENDER”**

Return the parcel via **U.S. Surface Mail ONLY** prepaid and insured to:

**William Ashley China Corp., Attn. Cust. Service  
111 Creditview Road  
Vaughan, Ontario, Canada  
L4L 9T1**

**\*Items returned by any other method (eg., UPS, FedEx, Air) will be REFUSED\***

\*All returns are subject to inspection before a refund/credit note is issued.

Please indicate the reason for return:

Damaged Item       Unsuitable Item       Incorrect Item       Gift Not Required

Comments:

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