

# WILLIAM ASHLEY

## Return & Exchange Form – Canada

If you need to make a return for exchange, credit, or refund, please take a moment to fill out this hassle-free Return Form – it's your ticket to a smooth return process.

Please make sure:

- All items are in their original product packaging.
- The items are unwashed and unused.
- They have original manufacturer's stickers on – once they're removed, it's a sign that the item has been enjoyed and, unfortunately, we can't accept them back.

### Refunds & Credit Notes:

- Refunds are issued only to the original purchaser; we might need to contact you for credit card information.
- Gifts returned are for Credit Note ONLY.

Please complete the following and place this form with the returned items.

Order #: \_\_\_\_\_  
Full Name: \_\_\_\_\_  
Mailing Address: \_\_\_\_\_  
City: \_\_\_\_\_  
Province: \_\_\_\_\_  
Postal Code: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_

### Packing Instructions

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.

Return the parcel via **CANADA POST REGULAR PARCEL ONLY** prepaid and insured to:

**William Ashley China Corp., Attn. Cust. Service  
1590 South Gateway Rd  
Mississauga, ON  
L4W 0A8**

**\*Items returned by any other method (eg., Purolator, Xpresspost, Priority) will be REFUSED\***

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

Please indicate/circle the reason for the return:

Damaged item

Unsuitable item

Incorrect item

Gift not required

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_