

WILLIAM ASHLEY

Return & Exchange Form – USA

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: _____
State: _____
Zip 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.

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
1590 South Gateway Rd
Mississauga, ON
L4W 0A8**

Items returned by any other method (eg., UPS, FedEx) 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: _____

