



## Return & Exchange Form - Canada

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: \_\_\_\_\_  
Province: \_\_\_\_\_  
Postal Code: \_\_\_\_\_  
Phone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
Email: \_\_\_\_\_

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

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

### 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.

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

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

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

### Refunds & Credit Notes:

- Refunds are issued only to the original purchaser
- Gifts returned are for Credit Note ONLY

\*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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