

folica.comCustomer Returns Dept.
90 Stults Road
Dayton, NJ 08810

Order No.: S-

Return, Exchange & Damaged Shipment Form

Contact Folica Customer Service at fcs@folica.com or call (888) 919-4247,
Monday through Friday, 7 am to 9 pm EST**Damaged Shipments:** If items in your shipment were damaged during transit, please contact Customer Service immediately.**Returns/Exchanges:** Within 30 days of purchase, you may exchange or return your order for a full refund. To begin your return or exchange, complete this form and be sure to include the items you wish to return or exchange. Please note you are responsible for the shipping and handling charges on your return package. We only accept returns/exchanges on products purchased from Folica.**Over 30 Days:** Need to return or exchange an item you bought more than 30 days ago? Folica only accepts returns and exchanges past 30 days of purchase for items covered under warranty provisions. To find out if your product is covered, visit the Warranty section of our online Customer Service pages for more details http://www.folica.com/Return_Policy_d1267.html**Form Instructions:**

1. Fully complete the information on this form. Be sure to indicate refund or exchange.
2. Go GREEN! If possible, please re-use your original shipping box and packing materials to carefully secure the items regardless of condition. Be sure to cut out the return address at the top of this form and attach to your package.
3. For your protection, we suggest you ship your package via a traceable shipping method. Make sure to save your receipt!
4. Folica will contact you by email within 5 business days of receipt to confirm the processing of your request.
5. Please note that returns and exchanges may result in either credits or charges to your original payment method. Your credit / debit card company may take up to 30 days to complete the transaction.

Last Name:

First Name:

Middle Initial:

Shipping Address:

City:

State:

Zip Code:

Telephone Number: () -

Email Address:

Account #: C-

Order #: S-

Return/Exchange (Circle one)	Qty	Return Item Number	Item Description	Size	Exchange for Item Number	Exchange Item Description
Exchange / Return						
Exchange / Return						
Exchange / Return						

Return Reason Codes

Circle as many codes as apply to the products you are returning. Please use the space below for further details.

01 Damaged in transit

02 Wrong item shipped

03 Arrived too late

04 Wrong item ordered

05 Changed my mind

06 Product not as expected

07 Does not work / Broken

08 Does not perform as expected

09 Other

Other Reasons:**Payment Authorization**

Refunds will be issued to your original payment method. Please sign below to confirm your authorization.

I, _____, hereby authorize Folica, Inc. to charge my credit card for the difference in price from my original purchase.