

# La Paella LLC RETURN FORM

Tel: (718) 507-1620 E-mail: contact@paellapans.com

## 1 Fill in your contact information – please be as complete as you can to help us find your record.

ORIGINAL PURCHASER INFORMATION		SHIP TO INFORMATION (If different from original purchaser information)
Name:		Name:
Address:		Address:
Email:		Email:
Tel: (    )		
Order #:	Customer ID#:	

## 2 Tell us what to do

Exchange for different items

Refund my card

We'll issue a credit or a new charge as needed. Unless you created an account with us during checkout, you'll need to provide us with your credit card information again:

CC#: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Exp: \_\_\_\_/\_\_\_\_ CVV code: \_\_\_\_\_ (3 digits on back or 4 on front)

## 3 List your return

[For Internal Use Only]

Qty	Item description	Reason for return	Date	Notes

### If exchanging, list new items:

Qty	Detailed item description

#### RETURN POLICY:

- We accept returns within 30 days of purchase. If your order arrived with damage, please contact us immediately.
- Unless we made an error, you are responsible for all shipping fees.
- For pans 36" and larger, there is a 5 percent restocking fee.
- Please include all instructions and original packaging with your return and pack it carefully.

## 4 Call or e-mail to notify us of the return. We will give you an RA#

Return Authorization Number: \_\_\_\_\_

## 5 Pack the item(s)

Pack all items securely using bubble wrap or other protective material. There should be no wiggle room, and fragile parts must be well protected. Refunds are not given for damaged items. Cut out the label at right, and then enclose this completed form in the box.

We recommend insuring the item and using delivery confirmation. Allow 2-4 weeks for processing. If you need the exchanged item sooner, please call or email us and we will process the exchange as a new order.

## 6 Affix address label to box

Use clear tape to attach this label to your package.

### SHIP TO:

La Paella LLC>Returns  
43-20 35<sup>th</sup> Street  
Long Island City, NY 11101

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