

PAELLAPANS.COM 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 very securely using bubble wrap and other material; use more protection than what came in the box due to compression. Give extra attention to fragile parts. **Items must not move in the box (shake the box to check), and no 2 items can touch each other directly. 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. Contact us with any questions.

6 Affix address label to box

Use clear tape to attach this label to your package.

SHIP TO:

La Paella LLC>Returns
2432 Dean Street
Brooklyn, NY 11233

Tel: (718) 507-1620