



RETURNS & EXCHANGES

7722 Gross Point Rd. | Skokie, IL 60077

SATISFACTION GUARANTEE: We closely oversee the crafting and shipping of every item we sell. If for any reason you're not completely satisfied we will gladly accept a return for exchange or refund (less S&H), provided the item is returned within thirty (30) days from the date you receive your shipment. Stitch Nation will not accept returns of damaged items as a result of misuse, neglect, or improper environmental conditions. Refunds for items returned more than thirty days after the shipment date will not be accepted.

RETURN AND REFUND POLICY: Refunds will be processed as a credit to the credit card used at the time of purchase or in the form of a check drawn from U.S. funds for all other methods of payment. No refunds will be provided in the form of cash or in any other currency besides U.S. funds. All refund checks will be mailed to the "Bill To" address used when the order was placed.

Stitch Nation will **not** refund or exchange any customized or special order item(s) as a result of customer error. The returned item(s) must be in good condition (i.e. unwashed, undamaged, unscratched) to receive a refund or exchange. Shipping and handling fees are not refundable unless Stitch Nation was responsible for shipping the wrong item.

HOW TO RETURN AN ITEM: You need to fill out this form completely and enclose it with the item(s) you are returning. Please pack the item with care since we cannot accept items that return damaged due to poor packing.

If you need to return an item, please contact customer service at: sales@stitchnation.com

All returns are shipped to:

Stitch Nation
Attn: Returns
7722 Gross Point Rd.
Skokie, IL 60077

Be sure to include your invoice (other side) and the return form below with the products you are returning.

Stitch Nation may not be able to process returns received without this form or a written explanation of the reason for the return with the order number.

Instructions: Please enter the required information for each item you are returning in the white area below. Please use the gray area at the bottom of the form to enter the reason number for each item returned.

RETURN FORM					
Item(s)	Description and/or Item #	Return Reason – Select from choices below		Desired Resolution (circle one)	
		Reason(s)	Comment		
Sample	[BR-G2000] Stitch Letter Shirt	2,3	Shirt was torn, shirt faded	<u>Replace</u>	Refund
Item 1				Replace	Refund
Item 2				Replace	Refund
Item 3				Replace	Refund
Item 4				Replace	Refund
Overall comments/concerns:					
Type	Right Product, but it's damaged/defective	Right product, but not right for me		Wrong Product	
Return Reason	1 – Item damaged in transit 2 – Product was damaged but packaging was in good condition. 3 – Product defect (please explain)	4 – Returning a gift 5 – Item arrived too late 6 – Ordered wrong item 7 – Don't like something about product (please explain) 8 – Quality not what was expected (why?)		9 – Wrong item (why?) 10 – Wrong size 11 – Wrong organization 12 – Wrong color(s) 13 – Wrong customization	