

STURBRIDGE YANKEE WORKSHOP

Questions? Call us at 1-800-231-8060

Hours (EST) Monday – Friday: 8am – 9pm / Saturday: 9am – 5pm

www.sturbridgeyankee.com

Thank you for your order!

PRICE MATCHING GUARANTEE:

We take pride in our tradition of providing premium quality products and we will be happy to match any other current catalog's regular priced items, if identical. Please contact us within 14 days of your order to get a price adjustment.

RETURNS:

If you are not completely satisfied, for any reason, we will credit or refund the merchandise amount paid for 30 days. After 30 days you will receive a gift certificate for the merchandise value which is subject to a 20% restocking fee. A restock fee may be applied if items are returned without their original packaging. You may contact us to request a return label. \$12 Will be deducted from your return credit per label. Please call for oversize/freight item returns. Personalized items will receive a gift certificate for merchandise value only. Shipping charges are non-refundable.

IF YOU RECEIVED DAMAGED MERCHANDISE:

If you receive an item that has been damaged in transit, please save all of the original packing material and call us at 1-800-231-8060.

RETURN INSTRUCTIONS:

- 1.) Complete following information.
- 2.) Package the item(s) carefully to prevent damage and enclose this form.
- 3.) Enclose any additional information or instructions with the package.
- 4.) Return by UPS, FedEx Ground or Insured Parcel Post, Prepaid. (Sorry COD's are not accepted.)

RETURN REASON CODES:

Please fill in the reason code that best describes your return.

- A Color does not match decor
- B Style does not match decor
- C Damaged
- D Defective / Poor Quality
- E Wrong Item
- F Wrong Size
- G Other (Please explain)

RETURN INFORMATION

Name: _____

Street Address: _____

City: _____ State: _____ Zip: _____

Order Number: _____

MERCHANDISE BEING RETURNED

Please One

Gift*	Return Code	QTY	Item #	Color	Description	Price	EXCHANGE	REFUND

*Gift Orders: Would you like Replacement with the same item, Gift Certificate or Credit to original payment method?

REPLACEMENT PRODUCTS

QTY	Item #	Color	Description	Price
Packaging / Delivery				
Total				

ADDITIONAL PAYMENT INFORMATION

- Check Enclosed
- Charge to original credit card used
- Charge to credit card below:

Shipping to a new address?

Name: _____

Card # _____

Street: _____

Expiration Date: _____

City: _____ State: _____ Zip: _____

COMMENTS

We greatly value your opinion. Please take a moment to explain the reason for your return and to comment on our service and our merchandise.

RETURN LABEL

From: _____

To:

STURBRIDGE
 YANKEE WORKSHOP

90 Blueberry Road
 Portland, Maine 04102-1989

RETURN LABEL

From: _____

To:

STURBRIDGE
 YANKEE WORKSHOP

90 Blueberry Road
 Portland, Maine 04102-1989