



How to Return and Exchange Merchandise

Step 1: Tell us why you are returning the items to us. Write this on the Return/Exchange Form.

Step 2: Enclose the Return/Exchange Form included with your order, along with the merchandise, in the original packaging (You may also download the form at <http://www.brownsOn5th.com/Policy.PDF>). We will ship to the same address as the original order unless you fill in a different ship-to address.

Step 3: You must pre-pay postage at the point of return. Please send your merchandise back, via insured mail, to the following address:

BrownsOn5th.com
ATTN: Online Returns
98 South Main Street
Zionsville, IN 46077

Step 4: Make a copy of the return/exchange form for your records.

BrownsOn5th.com Return Policy

- BrownsOn5th.com gladly accepts returns of unused, unwashed, or defective merchandise for a full refund or exchange within 30 days of the original order. Refunds must be accompanied by the packing slip and will be made in the form of the original payment.
- BrownsOn5th.com will not accept returns on monogrammed merchandise, unless damaged or a monogramming error was made by BrownsOn5th.com; nor will they be accepted on discounted or retired items.
- BrownsOn5th.com will charge a 30% restocking fee on any discounted or retired item that is returned to us.
- BrownsOn5th.com will process returns within 10 days of receipt.
- BrownsOn5th.com will not accept returns on any special order items (ie, select bags, furniture, stamp art, bedding, silver jewelry)

Our Guarantee

We guarantee our merchandise to be free of manufacturing defects and will gladly accept any defective item for a refund or exchange, within 30 days. If you have received incorrect or defective merchandise, please call us at 1.800.215.0937 for assistance.

RETURN/EXCHANGE FORM

ADDRESS INFORMATION			
Order Number/Date of Purchase			
Full Name			
Street Address			
Address Line 2			
City, State			
Zip Code			
Email Address			
Daytime Phone Number			
CREDIT CARD INFORMATION			
This is used to credit or debit your card for any differences.			
Card Type	Name on Card	Card Number	Exp. Date
ORDER INFORMATION (products being returned)			
Reason for return : 1. wrong quantity received; 2. wrong merchandise shipped; 3. merchandise received damaged or defective; 4. don't like color; 5. want different bag; 6. other (please describe)			
Qty.	Item No./Description	Return Reason Code (see above)	Would you like to exchange it? YES/NO
Please include any additional comments below.			
EXCHANGE INFORMATION (products to be sent)			
Qty.	Item No./Description	Alternate Color/Model (if item is not in stock)	
Exchange Shipping Information (if different than above address)			
Name			
Street Address			
Address Line 2			
City, State			
Zip Code			