

# BOXLUNCH

## EXCHANGES & RETURNS

We hope you love what you've ordered, but if there's an issue or you're not 100% satisfied, we're happy to make an exchange or return for you within 30 days of purchase\*. Items must be in their original condition with their original tags attached. Some merchandise can't be returned, like Final Sale and Clearance items, so please read our entire return policy at [BoxLunch.com>Returns](http://BoxLunch.com>Returns).

### IN STORE

Your fastest, easiest option—and no shipping fee! Just bring the item and shipping receipt to your local store. Exchange it for what you really want or get a full refund. **Find a store near you at [BoxLunch.com/Stores](http://BoxLunch.com/Stores).**

**Purchases made through PayPal can only be exchanged or returned by mail. BoxLunch is not responsible for lost or damaged packages.**

### BY MAIL

#### EXCHANGE (SHIPS FREE!)

Call us at 855.463.3646 and we'll quickly place an exchange order for you. Shipping's on us!

### RETURN

You can also return an item by shipping it back to us, at your expense. Your package contains a copy of the packing slip, this return form, and a pre-authorized return shipping label. Once we receive your item, we'll issue you a full refund minus the \$6 return shipping fee.

### PREPARE YOUR PACKAGE

- 1—Include a copy of the packing slip and circle the items you are returning
- 2—Identify the reason for return on the return card and include this in the return package
- 3—Place items back in the box or bag you received the product in, remove or cover the old shipping label
- 4—Seal the package and apply the new return shipping label provided. Drop off package at your local UPS store
- 5—Write down tracking number for the new return shipping label or take a picture of it for your reference

\*Does not include international, HI, AK & PR orders.

### QUESTIONS?

Return/Exchange Policy: [BoxLunch.com>Returns](http://BoxLunch.com>Returns)

Email us: [returnexchange@boxlunchgifts.com](mailto:returnexchange@boxlunchgifts.com)

Call us at 855.463.3646

Mon-Fri: 6AM - 7PM Pacific Time

Sat: 7AM - 7PM Pacific Time

Sun: 7AM - 6PM Pacific Time

International Customers: +1.626.603.3202

NAME

ORDER#

SKU	ITEM DESCRIPTION	QTY	REASON CODE
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

### REASON CODES:

1 - Too small

2 - Too big

3 - Quality not as expected

4 - Defective

5 - Ordered wrong item

6 - Did not order item

7 - Tagged incorrectly

8 - Already purchased at store

9 - Received duplicate order

10 - Damaged shipping

11 - Security tag attached

12 - Other