

RETURN FORM FOR ONLINE ORDERS

We suggest getting a tracking number from your carrier.

1 Complete this Return Form

Please complete as much information as possible for quicker processing.

2 Repack Merchandise

Include this completed form and original receipt or packing slip and return merchandise in its original packaging, if available. Tape securely. Keep a copy for your records.

3 Ship

Affix the Return Label (below) and return merchandise to:
Stone Mountain c/o TLC
13003 Slover Avenue
Fontana, CA 92337
Attn: Mirna

How would you like us to handle your return? Please check one.

Refund original form of payment

Credit in the form of a E-Gift Card*

Online Sales Order# _____

QTY	STYLE #	DESCRIPTION	COLOR	REASON CODE	ITEM PRICE

If defective or damaged, please describe defect below:

Shipping Instructions

Return prepaid via carrier of your choice (insurance suggested). No C.O.D packages will be accepted. Please save your tracking number and/or receipts for proof of delivery. We **CANNOT** issue refunds for lost and/or unconfirmed return shipments.

Name _____

Address _____

Phone _____

Email* _____

*Must be included for all gift returns.

Need more info? Visit Customer Service at
<http://www.stonebags.com/customer-service>
or call (855) 268-8123 during normal business hours.

Return Code:

100 – Changed Mind
200 – Defective/Damaged
300 – Wrong Item
400 – Too Big
500 – Too Small
600 – Didn't like color
700 – Dissatisfied with Quality/Features

Return Policy:

- Refunds for items returned within 45 days of purchase date will be credited with in 7-10 business days to the original form of payment unless otherwise noted.
- Shipping charges are non-refundable.
- We do not offer exchanges.
- In the unlikely event that the merchandise is damaged or defective, we will replace at no additional charge.
- **CLEARANCE ITEMS ENDING IN .97 OR .98 ARE NON-REFUNDABLE.**

THANK YOU FOR SHOPPING AT WWW.STONEBAGS.COM!



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