



RETURN & EXCHANGE FORM

Questions? Please email us at customerservice@theknot.com

If for any reason you are not completely satisfied with your order, we will happily exchange the item or refund the purchase price (**excluding cameras, personalized items, food and beverages, personal garments, and clearance/discontinued items, which are not returnable**). Returnable items must be sent back within 45 days from the date your order is received and must be in resalable condition, unless the return is due to an error on our part. If an item must be returned due to our error, please contact **Customer Service at (800) 390-9784** Monday through Thursday, 5 a.m. to 7 p.m. PST, and Friday 5 a.m. to 6:00 p.m. PST, so that we may assist you in processing the return.

Any returns that are our error will require authorization from Customer Service. Customer Service will provide you a return label at our cost. If you return items prior to calling Customer Service, we will not be able to reimburse any shipping costs associated with the return.

PLEASE NOTE: Shipping is the responsibility of the customer and is not refundable. No credit is given for lost packages. **Nonreturnable items sent back to us will not be returned, and no exchange or credit will be issued.**

Step 1 ORIGINAL ORDER # (IF AVAILABLE): _____

Originally purchased by:

NAME _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

DAY PHONE _____ EVENING PHONE _____

EMAIL _____

If exchanging, send to (if different from purchaser):

NAME _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

DAY PHONE _____ EVENING PHONE _____

EMAIL _____

Step 2 Please indicate the item(s) you are returning and include a reason code:

01 Wrong Item

04 Too large

07 Chipped or cracked

10 Personalization error

02 Duplicate item

05 Color or finish

08 Quality unsatisfactory

11 Other (please specify)

03 Too small

06 Font quality

09 Item damaged in transit

REASON CODE	ITEM #	ITEM NAME	QTY	PRICE	TOTAL PRICE

Step 3 Please specify what you would like us to do: EXCHANGE ITEM REIMBURSE CREDIT CARD

Please note shipping charges may apply

For exchange only, please indicate the new item(s):

ITEM	DESCRIPTION	PERSONALIZATION	GRAPHIC	FONT	QTY	PRICE	TOTAL PRICE

If the total of your exchange or new order exceeds the value of your return,
Please specify a method of payment:

DISCOVER MASTERCARD VISA AMERICAN EXPRESS

CARD # _____ EXP DATE _____

SIGNATURE _____



Step 4

Enclose this return form along with the merchandise in a well-sealed box. Cut out and attach the return label provided above with clear tape to the outside of your package and return by any trackable shipper or by insured mail. COD deliveries will **NOT** be accepted. Remember to include your return address on the outside of your package. For the safety of our employees, any package received without a return address clearly marked on the outside will be destroyed, and we will not replace the contents.