

PLEASE DO NOT USE THIS FORM IF YOUR PRODUCT OR ANY PART OF YOUR PRODUCT (WINE GLASSES, PLATES ETC) WERE BROKEN UPON DELIVERY. Please contact customer service at 1.800.946.3788 (M-F, 9 am – 5 pm EST) to file a damage claim.

If you are not satisfied with your purchase you may return the item(s) within 30 days upon delivery for refund, exchange or store credit. Items returned after 30 days will apply to store credit or exchange only. Once your return is processed you will be notified via email.

Return Notes:

- Returns & Exchanges may take up to 10 business days to process once they arrive at our Returns Center.
- Picnicbaskets.com will pay the return shipping costs if you received an incorrect item only.
- If returning a defective/damaged item for a refund, customer is responsible for return shipping charges.
- Items returned that had been shipped for free will be refunded for the price of the merchandise excluding the actual shipping cost.
- Drop Ship items: Items that are not shipped from Easton, PA will be subject to a \$5 restocking fee.
- **Amazon.com Orders:** A 6% restocking fee will apply to all returns on orders placed through Amazon.com

Return/Exchange Shipping Instructions:

For your protection, please ship merchandise that you wish to return or exchange back to us, UPS, FedEx, or Insured Parcel Post. Please have returned shipping information, including tracking number, available at the request of Picnicbaskets.com.

1. Complete and enclose this form with your package to ensure your request can be processed quickly and efficiently.
 2. If a gift is being R/E not by the original purchaser, please provide their name and original order No. This information will help us process your request while maintaining the confidentiality of your gift return. If there is a price difference in the exchange, the gift recipient will either receive store credit or will be contacted to provide a new credit card at time of exchange.
 3. Items must be returned in original box with all packing material, documentation, and instructions. DO NOT write on original product boxes.
 4. Ship all R/E to this address: **Picnicbaskets.com Attn: Returns/Exchanges 410 South 16th St Easton, PA 18042**
 5. Retain shipping receipt and tracking information until your R/E has been completed.
- **All returns will be applied to the original form of payment unless specified by a gift recipient only.
**Please note: Additional shipping charges will apply to exchanges.

Product Return/ Exchange Form

Order No:

Please Contact: Buyer Gift Recipient

Original Billing Information:

Updated Information If Different From Billing:

Name: _____

Name: _____

Phone: _____

Phone: _____

Address: _____

E-mail: _____

Can't decide which item you want to exchange for right now??? Choose Store Credit to receive TOTAL amount of your receipt. Then call in a phone order when you are ready to redeem.

| Return Item No. | R/E/SC Indicate R=Refund E=Exchange SC=Store Credit | Return Qty | Reason Code: See Below | Exchange Replacement Item No. | Exchange Qty |
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Date Reviewed: _____

Picnicbaskets.com
m Use Only

Reason Code Key

| Customer Satisfaction | Service Issues | Manufacturer/Product |
|---------------------------------|-----------------------------------|--------------------------------------|
| 1A = Changed Mind | 5E= Shipped Wrong Product | 9I = Defective Product |
| 2B = Ordered Wrong Item | 6F= Did Not Arrive On Time | 4D = Damaged; No Replacement Desired |
| 3C = Not As Described/ Pictured | 7G=Invoiced or Priced Incorrectly | |