



## Return Policy

### *Thank you for your order!*

Tea Collection items are returnable within 30 days of receipt as long as they are in new, unworn/unwashed condition and still have the original tags and packaging. Any damages must be reported within 30 days of purchase for a full refund and/or replacement.

#### **RETURNS FOR ITEMS PURCHASED FROM A RETAILER OTHER THAN TEACOLLECTION.COM**

If you purchased your items from one of our retailers, please contact the retailer directly for their return policy. At this time, we cannot accept returns for items purchased from a retailer.

#### **RETURNS FOR ITEMS PURCHASED FROM TEACOLLECTION.COM**

1. On the back of this form, please fill in: bill-to name, order number, and item number/description you are returning. Please also indicate the return reason code.
2. For exchanges, please fill in the section for new items you'd like shipped to you. Please update your address if you need your new order shipped to an alternate address. Include payment information for exchanged items of greater value.
3. Be sure to include this form in the package you send back to us.

Please mail your return package to:

Tea Collection c/o NBD  
Attn: Glenda Corpuz  
2019 East Monte Vista Avenue  
Door #A28  
Vacaville, CA 95688

For your protection, we recommend you return all items via a traceable carrier such as UPS or FedEx. Tea Collection is not responsible for packages not received if a tracking number is not provided. Returns and exchanges must be returned prepaid; we cannot accept C.O.D. deliveries.

Once the original item(s) are received at Tea Collection, you will receive a credit in the amount that you paid (this excludes any shipping costs). Please allow 2-3 weeks for Tea Collection to refund your credit card upon receipt. Gift orders are eligible for exchange only.

If you would like help with an exchange, return, or new purchase, please call us at (866) 374-8747 or email us at [service@teacollection.com](mailto:service@teacollection.com).



# Customer Return/Exchange Form

DATE \_\_\_\_\_

BILL-TO NAME \_\_\_\_\_ ORDER NO. \_\_\_\_\_

Please check here if you've received this item as a gift. DAYTIME PHONE NO. \_\_\_\_\_  
(in case we need to contact you about your return)

RETURNS: EMAIL \_\_\_\_\_

ITEM NO.	DESCRIPTION	COLOR	SIZE	QTY	PRICE	RETURN REASON CODE
					\$	

**RETURN REASON CODES:**

- 1 Item is too big
- 2 Item is too small
- 3 Do not like color
- 4 Do not like styling
- 5 Ordered multiple sizes
- 6 Damaged in shipping
- 7 Construction flaw
- 8 Shipping error
- 9 Other \_\_\_\_\_

**REPLACE/EXCHANGE WITH:**

ITEM NO.	DESCRIPTION	COLOR	SIZE	QTY	PRICE
					\$
<b>REPLACEMENT/EXCHANGE TOTAL</b>					\$
<b>RETURNS TOTAL</b>					\$
<b>TOTAL</b>					\$

(does not include tax and shipping fees)

**PAYMENT** (if exchange value is greater than original item, please charge my card as follows):

NAME ON CARD \_\_\_\_\_

MC / VISA \_\_\_\_\_ EXP DATE \_\_\_\_\_

American Express \_\_\_\_\_ EXP DATE \_\_\_\_\_

**BILL-TO ADDRESS** (if different from original order):

**\*SHIP-TO ADDRESS** (if different from original order):

NAME \_\_\_\_\_

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_

PHONE \_\_\_\_\_

Be sure to include this form in the package you send back to us.

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Attn: Glenda Corpuz  
2019 East Monte Vista Avenue, Door #A28  
Vacaville, CA 95688

\* No delivery to P.O. boxes or APO/FPO addresses.