

Hassle-Free Return Procedure

Please know every effort was made to ensure your products were packed with care and shipped according to your delivery requirements. We sincerely hope you had a positive shopping experience and will return to our store again soon.

Your 100% satisfaction is our top priority. To this end we take great care to offer merchandise of the finest quality. In the uncommon event that you may need to return one of your items for refund or exchange, please follow the instructions below.

Finally, we would love to hear about your experience with your products and shopping experience at folica.com. Please take a minute to check out what other customers have to say and perhaps leave your own feedback for the products you purchased.

100% Satisfaction Guarantee

If for any reason within the first 30 days of receipt of your order you are not completely satisfied with your purchase you may exchange or return your items for a full refund.

Warranty policies vary for products returned outside the first 30 days. Please check your product-specific warranty terms or call us if you have any questions. **There is a \$9.95 continental US processing fee for all merchandise returns outside the first 30 days. Canada, Alaska, Puerto Rico and Hawaii are \$29.95. Returns for all other areas should contact our Customer Service Department for details.**

If your merchandise was damaged in transit, please contact our Customer Service Department immediately at fcs@folica.com or call (888)-919-4247.

Return Instructions

1. Please complete the information on this form and be sure to indicate whether you would prefer to exchange or receive a refund.
2. If possible, re-use your original shipping box and packing materials to carefully secure your merchandise.
3. Address your package to:
Folica, Inc.
Returns Department
90 Stults Road
Dayton, NJ 08810
4. For your protection we recommend you ship via UPS, insured Parcel Post, or some other traceable ship method. Be sure to keep your receipt!
5. When items are returned for exchange, your card will be credited and then re-billed for the new / exchanged item. Your credit card company may take up to 30 days to process your transaction; all transactions should be complete within one full billing cycle.

folica.com

90 Stults Road, Dayton, NJ 08810 | (888) 919-4247

Return / Exchange Form

Name	
Address	
Customer Number	
E-mail address	
Order No. / Shipment ID (begins with "S")	

Please complete requested information for all items returned. Be sure to indicate for each item whether you would like to Exchange or Refund the item.

Action Desired (Please Choose One)	Qty	Item Number	Item Description	Size	Exchange for Item	Exchange Item Description	Return Reason Code
<input type="checkbox"/> Exchange Item <input type="checkbox"/> Return Item							
<input type="checkbox"/> Exchange Item <input type="checkbox"/> Return Item							
<input type="checkbox"/> Exchange Item <input type="checkbox"/> Return Item							
<input type="checkbox"/> Exchange Item <input type="checkbox"/> Return Item							
<input type="checkbox"/> Exchange Item <input type="checkbox"/> Return Item							
<input type="checkbox"/> Exchange Item <input type="checkbox"/> Return Item							

Notes:

Return Reason Codes

Please refer to these codes when completing the Returns Form below. Use as many codes as apply to the products you are returning. Please use reverse side of this form to explain reasons for codes 07 & 08.

01 Damaged in transit	02 Wrong item shipped	03 Arrived too late
04 Wrong item ordered	05 Changed my mind	06 Product not as expected
07 Does not work / Broken	08 Does not perform as expected	09 Found Cheaper Somewhere else
10 Other (please explain)		

Think **"GREEN"** - If possible, try to re-use the original shipping carton.

