

## Return and Exchange Instructions

We happily accept returns on any damaged or defective items within 30 Days of the shipping date.

- If you receive an item and you change your mind, the item must be in new condition and in original packaging or unopened. We must receive the return within 30 days from the shipping date. You are fully responsible for shipping charges. There will be a 20% restocking fee applied after 30 days and a 30% restocking fee applied after 60 days. No returns will be accepted after 90 days.
- Special or custom orders or any used items may not be returned.
- We can not accept returns on opened products like oils, lotions, personal care products, creams, videos, CD's, DVD's, books, brochures and software. Returns on washed linens, worn clothing or used disposable garments will not be accepted.

### All returns/exchanges without a *Return Authorization Number* will be refused.

Please use Shipping Label bellow. Thanks!

#### Please Follow These 3 Easy Steps for a Return or Exchange

<b>STEP 1</b> Reason for Return	<input type="checkbox"/> Changed my mind <input type="checkbox"/> Quality not as expected <input type="checkbox"/> Ordered wrong item. Correct Item Number: _____ <input type="checkbox"/> Damaged <input type="checkbox"/> Wrong item shipped. Correct Item Number: _____ <input type="checkbox"/> Defective. Explain: _____ <input type="checkbox"/> Other: _____
<b>STEP 2</b> You Want To	<input type="checkbox"/> Refund money in the form it was paid <input type="checkbox"/> Exchange for the same item <input type="checkbox"/> Exchange the item for a different item; the new Item Number is: _____
<b>STEP 3</b>	<b>Call 1.800.910.9955 to get a Return Authorization Number from Customer Service</b> <input type="checkbox"/> Order Number: _____ <input type="checkbox"/> Return Authorization No.: _____ <input type="checkbox"/> Comments _____

For any order status questions, please log on to [www.MassageWarehouse.com](http://www.MassageWarehouse.com) and visit *Your Account*, or call our friendly Customer Service Department at 1.800.910.9955 with the Order Number.

#### Shipping Label for Return Package



<b>F R O M</b>	_____
	_____
	_____
	_____

<b>T O</b>	<b>MESSAGE WAREHOUSE</b>
	<b>360 Veterans Parkway Suite 115</b>
	<b>Bolingbrook, IL 60440-4607</b>
	<b>ATTN Return Authorization Number:</b> _____