

originalgood Return/Exchange Form

www.originalgood.com

Only applies to purchase made on the originalgood.com website. For purchases made at our partner stores, please contact the store directly for their refund/exchange policy. Please be advised, we will not accept returns/exchanges of food items.

We will gladly issue a refund for the value of the merchandise returned (postmarked) within **15 days from the date of receipt**.

Be advised, we cannot process any returns or exchanges without the original packing slip. Please be sure to include your packing slip along with your Return/Exchange form.

Please allow up to 4 weeks for us to receive your returned merchandise and process your request.

Do NOT use this form if you have received a Damaged/Defective item, a Wrong Item, an Extra Item, or are Missing Items. Instead, please contact Customer Service immediately at service@originalgood.com or toll-free at **1-877-256-GIFT** to resolve your order. You must place a claim within **7 days of delivery** to be issued a credit or to be reshipped replacement items(s). We are sorry but Original Good no longer assumes responsibility for missing items after this period.

Merchandise given as a GIFT? We cannot issue refunds or exchanges for returned items received as gifts; we will issue an electronic Original Good gift certificate via email for the amount owed instead. When returning merchandise, please complete this form and be sure to clearly provide the email address that you would like your gift certificate sent to. (If you do not have your packing slip because it was not given to you with your gift, please call Customer Service to locate your order # so you can provide it on this form.)

How to Return & Exchange Merchandise:

1. Complete this form. Be sure to fill in all the information requested.
2. Make a copy of this form & the packing slip for your records.
3. Enclose the original forms along with the item(s) packed securely in a well-sealed box
4. Send Returns to:
Original Good - Returns
6315 Doyle Street
Emeryville, CA 94608

**When returning merchandise, please select a shipping method that provides a tracking number & confirmation of delivery. Keep a copy of these details for your records. Original Good is not responsible for any lost returns for which proof of delivery cannot be provided.

Please print neatly and provide all the information requested below, including appropriate return code(s):

Order #: _____ Customer name: _____
Purchase date: _____ Email address: _____

| Return Reason | Item# | Description | Color/Size | QTY | Price Each | Total |
|---------------|--------------|-------------|------------|-----|------------|-------|
| C | WG000000-000 | Example | Blue/Large | 1 | \$0.00 | |
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*Shipping & Handling fees are non-refundable.

| Return Reason Codes: | |
|----------------------|-----------------------------|
| C | Changed mind/no longer want |
| GR | Gift return |
| X | Extra item was sent |
| W | Wrong item was sent |
| DMG | Damaged/Defective |
| OT | Other: |

Exchanges:

To exchange any or all of your purchased items, please visit www.originalgood.com first to check item availability. If the item is available, please place a **NEW** order online. Finally, fill out this form and return the original item(s) as described above. When we receive the returned items, we will process your refund and issue a credit to your credit/debit card.

Questions? Customer Service is available to help you Monday-Friday from 9:00am - 5:00pm (Pacific). Email service@originalgood.com or call **1-877-256-GIFT**.