



# RETURNS EXCHANGES ADJUSTMENTS

**Any Questions?**  
Call: 1.800.833.3696

## Step 1 Please Read Our Return Policy

If you are not completely satisfied with any purchase for any reason, you may return it to us within thirty (30) days for an exchange or refund. Custom items are not returnable. Shipping charges are not refundable unless due to our error. Please see website for our full return policy. All linens must be unused, unwashed and in their original condition and packaging.

Please include this form with your return.

## Step 2 Tell Us Your Reason for Return

- didn't like/**changed** mind    **color**    **size**    **quality**    unwanted **gift**    **ordered incorrect** item  
 **other** \_\_\_\_\_

## Step 3 If We're at Fault, Call for Expedited Service

If we shipped an incorrect or defective item simply call us at **1.800.833.3696** for expedited processing. We will immediately issue a "call tag" requesting UPS to pick-up the item at your address. Your refund will include all shipping charges paid.

## Step 4 Is Your Pillow Too Soft or Too Firm? We Can Fix That!

**Adjust** the amount of down filling in my pillow as follows:

- make into **xx-soft**    make into **x-soft**    make into **soft**    make into **medium**    make into **firm**    make into **x-firm**  
 please call me to discuss    **other** \_\_\_\_\_

**Please provide a phone number where we may reach you** \_\_\_\_\_

We will gladly adjust the firmness of your pillow within one year from date of purchase. We charge only for the extra down added and return freight. If we remove down, we return that to you in a small pillow.

## Step 5 Tell Us What to Do with Your Return

- Reimburse** according to original method of payment. Please allow adequate time for a credit to appear on your statement. (Gift recipients who select this option will receive a merchandise-only store credit.)  
 **Exchange** (see below).  
 **DeWoolfson Store Credit** for the amount of refund.

## Step 6 Send Your Item to:

**Please ship returns to the following address postage pre-paid:**

DeWoolfson Down, **Attn: RETURNS**, 9452 NC Highway 105 S., Banner Elk, NC 28604

## Step 7 Your Information:

**Name:** \_\_\_\_\_

**Address:** \_\_\_\_\_

(City) \_\_\_\_\_ (State) \_\_\_\_\_ (Zip) \_\_\_\_\_

**Phone:** (\_\_\_\_) \_\_\_\_\_ (Daytime)

**Email Address:** \_\_\_\_\_

List your new item(s):

Item Name	Size	Color	Quantity
soft down pillow	Standard	N/A	2
EXAMPLE ITEM ONLY			

## Step 8 Payment

If the total of your exchange/new order/adjustment exceeds the value of your return, we will contact you to arrange payment. **Please provide a phone number here:** \_\_\_\_\_