

# REFUNDS & EXCHANGES

## Our goal is 100% customer satisfaction

We welcome your feedback. Please feel free to contact our online store's customer service staff via e-mail at [customerservice@zutano.com](mailto:customerservice@zutano.com). Our customer service department is open 9:00 to 5:00 EST Monday thru Friday. You can also write us at Zutano, Inc., Attn: Online Customer Service, 50A Packard Rd, East Montpelier, VT 05651.

**For complete details of our return Policy please visit us at [zutano.com](http://zutano.com)**

**Returns:** If you would like to return all or part of your order, please complete the form below and return it along with the product. Your credit card will be credited for the returned items immediately upon receipt. For your convenience we've provided a return address label at the bottom of this form. We recommend you insure your return.

**Exchanges:** Zutano does not place exchange orders. All exchange orders must be placed by the customer. In this way, you are assured we have stock available of the styles you order. If you would like to exchange all or part of your order, please check off the box below indicating you are requesting an exchange and provide your email address. Return the form along with the product. Your credit card will be refunded for the returned items immediately upon receipt and we will email you a Free Shipping code to use on your exchange order.

Reason for Return	
<p><b>FIT</b></p> <p>A Small overall            B Too narrow            C Body/Legs too short            D Sleeves too short            E Large overall            F Too wide            G Body/Legs too long            H Sleeves too long</p> <p><b>PREFERENCE</b></p> <p>I Not as pictured            J Did not like color            K Did not like fabric            L Changed my mind            M Gift - don't want</p>	<p><b>QUALITY</b></p> <p>N Defective            O Damaged or soiled            P Workmanship unsatisfactory            Q Quality does not support price            R Excessive shrinkage            S Did not hold up well</p> <p><b>SERVICE</b></p> <p>T Wrong item shipped            U Did not arrive on time            V Damaged in shipping</p> <p><b>OTHER</b></p> <p>W Outfit - not all pieces available            X Outfit - pieces did not all match            Y Miscellaneous other</p>
Customer Comments: _____	

## Order Information

Customer Name: \_\_\_\_\_ Email Address: \_\_\_\_\_ Order #: \_\_\_\_\_

## Action to be taken

Please refund my credit card.       Please refund my credit card and send a free shipping code for my exchange.

## Items Returned

RETURN			
Return Code	Item #	Quantity	Description

## Return Address

**Return to: ZUTANO ONLINE STORE · 50A PACKARD RD · EAST MONTPELIER, VT 05651**