

# Customer Returns or Exchanges Form



10555 West Saanich Rd.  
North Saanich, BC  
V8L 6A8

**Customer Information:**

Order #: \_\_\_\_\_ Name: \_\_\_\_\_

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

\_\_\_\_\_ Phone: \_\_\_\_\_

**Products Returned:**     For Refund     For Replacement     For Exchange

CODE	ORDER #	QTY	ITEM DESCRIPTION	REASON FOR RETURN OR EXCHANGE	RETAIL PRICE	TOTAL	USE BY H.O. - DATE SHIPPED
<b>RETAIL TOTAL</b>							

**Replacement Product:** (To be completed for replacement or exchanged product)

CODE	QTY	ITEM DESCRIPTION	RETAIL PRICE	TOTAL	USE BY H.O. - DATE SHIPPED
<b>RETAIL TOTAL</b>					

**To process your Returns or Exchanges, you must include all of the following:**

Enclosed:     *Customer Returns or Exchanges Form*     *Customer Invoice*     Complete Set of product

**This form must be sent to Home Office by regular mail (Canada Post). Please send photocopy of Customer Invoice original will not be returned.**

**Please complete separate forms for Refunds, Replacements and Exchanges.**

Epicure Selections® will **not** refund shipping unless authorized by Customer Care.

Epicure Selections® will **not** refund or replace items ordered in error by Customer.

## Our Guarantee and Product Returns

We know you will love our products. If you are not completely satisfied with your Epicure Selections® product, you may return it within 30 days of the purchase date for an exchange, replacement or full refund. After 30 days, please return the product to the Epicure Selections® Home Office with proof of purchase to have the item exchanged. We will ship the replacement product to you free of charge. Epicure Selections® benchmark to success is our continued dedication to providing a superior standard in both product quality and Customer satisfaction.

### Product Returns

Provided you report a product return to Home Office within 30 days, and the product is received by Home Office postmarked within 60 days of purchase, a refund will be credited to your credit card for the purchase price plus any applicable taxes.

You will be credited for shipping within 60 days of purchase on products with manufacturer's defects or items shipped in error. Shipping will be refunded only if you return the items by regular Canada Post (not Xpress Post, Priority, courier, etc.). Failure to adhere to this policy will result in significant delays in processing your request and/or no shipping charges refunded.

### Instructions for Returns or Exchanges

1. Print and complete the *Customer Returns or Exchanges Form*. All requested information must be complete and accurate for all requested fields. On the *Customer Returns or Exchanges Form*, you must include your Order Number and an explicit reason as to why the item is being returned (eg: if damaged, please tell us where the damage is located).
2. Include a copy of the Customer Invoice (originals will not be returned), as proof of purchase. **Please note that the Epicure Selections® Guarantee will not be honoured without the Customer Invoice.**
3. All cookware must be returned clean; all items that are part of a set (eg: frying pan and lid) must be returned as a set.
4. Pack up product for shipping. Note that you **MUST** include the following:
  - **Completed *Customer Returns or Exchanges Form***
  - **Photocopy of your Customer Invoice**
  - **Products (complete set)**

### Products Sent in Error or Damaged in Shipping

If an item is sent to you in error or is damaged in shipping, you must contact Epicure Selections® Customer Care Department within 72 hours of receipt to report the discrepancy or damage. **Failure to report errors within 72 hours constitutes acceptance of the order in full.** There are no exceptions to this policy. **Please note that the Epicure Selections® Guarantee will not be honoured without the Customer Invoice.**

1. Click on "Contact Us" at the top of the homepage at [www.epicureselections.com](http://www.epicureselections.com). Fill out and submit the online Customer Contact Form, all information requested on the form must be complete and accurate for all requested fields.
2. Customer Care will contact you and will provide instructions for product replacement.