

*La Casa Mexicana.us*  
*Add Color, Style, & Tradition to Your Home!*

www.LaCasaMexicana.us  
RETURN/EXCHANGE FORM

Dear Customer,

Your satisfaction is highly important to us. If for any reason you are not completely satisfied with your purchase, you may return your purchase for a full refund of the purchased price within 30 days of receipt. Special or custom ordered items may not qualify for an exchange, store credit, or refund. If you special ordered your item(s), you must call (251)455-6528 prior to returning your purchase to determine eligibility. Shipping and handling are not refunded. We recommend that you insure the package for delivery back to us. We cannot be responsible for packages that we do not receive or that arrive damaged due to shipping. You are responsible for packaging, shipping and insurance costs. Your return should be sent via USPS and must include a package tracking number. All items being returned must be received in their original saleable condition. Please allow 14 business days of receipt for refunds to be processed.

**This Return Form must be filled out completely and sent with the returned merchandise so that we may process your return.** Items returned without this form will not be eligible for exchange, store credit, nor refund. If you wish to exchange your original purchase for a different item, you must call us at (251)455-6528 to make prior arrangements. You will be refunded or given a store credit for any remaining balance if exchanging your item(s). You should include a money order, cashiers check, or your credit card information if you wish to exchange your item for a higher priced item.

RETURN CODE:	REASON:
1	The product does not match my existing décor.
2	I purchased/received the wrong design.
3	I purchased/received the wrong size.
4	I received the wrong item.
5	Item arrived too late.
6	I found a better deal. Business name or website address?
7	I am dissatisfied with the price.
8	I am dissatisfied with the quality.
9	I do not want/changed my mind.
10	I received a defective item.
11	I didn't like the item. Please explain.
12	Other. Please explain.

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

\* Phone Number: \_\_\_\_\_

\* E-mail Address: \_\_\_\_\_

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

City / State / Zip: \_\_\_\_\_

Country (if not USA): \_\_\_\_\_

\*Credit Card # (if applicable) \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Expiration Date \_\_\_\_ -- \_\_\_\_ (month – year)

\*Type of Return. Circle one. **Store Credit**    **Exchange**    **Refund**

**\*\*I would like to return/exchange/receive a store credit for the following item(s):**

Item#	Description	Color/Type/Size/Design	Qty	Return Code	Price
<b>Subtotal =</b>					
<b>+ 4% Sales Tax for Alabama Shipments</b>					
<b>TOTAL =</b>					

**\*\*I would like to exchange the above item(s) with the following item(s):**

Item#	Description	Color/Type/Size/Design	Qty	Return Code	Price
<b>Subtotal =</b>					
<b>+ 4% Sales Tax for Alabama Shipments</b>					
<b>TOTAL =</b>					

**Please verify that all of the information above is completed and accurate. Incorrect or missing information will result in a delay or possible denial of your refund or replacement.**

<i>For La Casa Mexican.us Use Only:</i> Return Receipt Date:	Received by:
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