



# Return Product Form

All products being returned to Cookshop Plus require a Return Authorization Number (RA #) prior to being returned. This number can be obtained by calling our store at (860) 461-0667. Please complete this form in its entirety, enclose the printed form with the merchandise you wish to return and send it to Cookshop Plus LLC, Returns Processing Department, 60 Lasalle Rd, West Hartford, CT 06107. **Returns without a Cookshop Plus issued RA number will be refused.** Please retain a copy of this form as well as the allocated tracking number for your own records. **Please allow up to ten (10) business days** for the processing of your return once it has been received at our premises. All returns are inspected/tested prior to a refund/replacement being issued.

Customer Information	
Name:	e-Mail address:
Phone Number:	RA #
Order Number:	Customer Number:

Product Information	
Number of items:	Item Number(s):
Reason for Return: Arrived Defective <input type="checkbox"/> Arrived Damaged <input type="checkbox"/> Changed Mind <input type="checkbox"/> Ordered Wrong Item <input type="checkbox"/> Other <input type="checkbox"/> – please specify:	
Credit Type Requested: Store Credit <input type="checkbox"/> Refund (-12% Restock Fee) <input type="checkbox"/> Refund w/Qualifying Re-Order <input type="checkbox"/> Order Number:	

All Qualifying returns must include:
<input type="checkbox"/> Return Authorization Number (RA#) must be written on the return shipping label, not the box
<input type="checkbox"/> Product must be unused and must be complete with all original components and in the original packaging
<input type="checkbox"/> Product must have all standard certification labels intact, including UPC etc.
<input type="checkbox"/> Product must be free from customer damage of any type, including, but not limited to dents, scratches, cracks or signs of abuse.
<input type="checkbox"/> Product must be accompanied by this completed form
<b>Questions? Call Customer Service at 860-461-0667</b>

Shipping Instructions
Send the Product(s) you wish to return along with this form to: <b>Attention: Returns Department</b> <b>RA# _____</b> <b>Cookshop Plus LLC</b> <b>60 Lasalle Rd,</b> <b>West Hartford, CT 06107</b>

## Cookshop Plus LLC Return Policies

**Standard Return Policy:** Items returned under our standard return policy must be returned within 30 days of receipt for on-line store credit for the full price of the return or a refund to the original form of payment less a 12% processing fee. (Note: This fee covers our initial shipping cost of the item to you, as well as payment and refund processing fees. Store credits are issued in the form of an e-mail gift certificate for the original purchase amount.

If you would like to re-order before a return is processed for the same amount or more, we will refund the original form of payment and waive the processing fee once the return has been processed. You must contact us with an order number showing that you have placed a qualifying re-order before the return is processed for the processing fee to be waived.

For items that are neither defective nor damaged, the customer is responsible for return shipping and any other costs associated with returning the items to our premises. For your protection, we recommend you use a traceable method of shipment that can provide you with delivery confirmation. We also recommend that the item be insured. Cookshop Plus is not responsible for lost or damaged returns.

**Gift Return Policy:** Items can be noted as a gift at the time of purchase by calling Customer Service at 860-461-0667. This will extend the return period to 60 days, but you MUST call when the order is placed to receive this extension. In the case of a gift return where you are not the original purchaser, refund will either go back to the original payment method, or be available as a store credit in the form of an e-mailed gift certificate.

**Non-Qualifying Returns:** Items that are returned to us without meeting the return requirements will be rejected. We will contact you with a detailed reason for the rejection and the item will be returned to you at your expense. Used non-defective items are not eligible for return.

**PLEASE READ:** Due to the nature of the items we sell we cannot accept returns of used items unless they are found to be defective. Items must be in new and unused condition and complete with original packaging, all components, all standard certification labels intact, including UPC, manuals and documentation. Please ensure that all return items are repackaged properly with no loose parts or accessories. Cookshop Plus LLC is not responsible for any damage incurred in transit during the return shipment process.

Any defects discovered after the initial 30-day period must be handled through the manufacturer in accordance with the items manufacturer warranty.

View our full returns policy at [www.cookshopplus.com/Storefront/contents>Returns.aspx](http://www.cookshopplus.com/Storefront/contents>Returns.aspx)

I certify that I have read and accept the terms of this return policy and the item I am returning complies with all the terms and conditions in this policy

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_