

# Knit One, Crochet Too

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## RETURN/EXCHANGE POLICY

- All returns and exchanges must first be authorized.
- A return UPS label will be provided for return of DAMAGED MERCHANDISE ONLY.
- All returned products must be mailed/shipped within 7 days of authorization date or receipt of return label, if applicable.
- All returned products must be free of price tag or stickers, and merchandise and labels must be in condition for resale.
- Damaged merchandise will either be replaced, or a refund will be issued for the actual price paid, minus any discounts first applied to the sale, if applicable.
- Returned merchandise WILL BE CHARGED A 15% RESTOCKING FEE.
- Refunds to credit card are also subject to an additional 5% fee.

In order to open an account with our company, you must agree to the terms above, sign below, and mail or fax back.

DATE \_\_\_\_\_

SHOP NAME \_\_\_\_\_

CONTACT NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

\_\_\_\_\_, \_\_\_\_\_  
Approved by (YOUR NAME & TITLE)