

**When you receive your order,** please check your items carefully before removing any tags. Items are non-returnable with removed tags or out of packaging. Please do not attempt to return used items. If you have any questions, feel free to email us at **customerservice@zoochhini.com** or call us at **1.877.744.3434**. If any of your items appear to be damaged, please contact us within 48 hours of receipt of goods.

**To return or exchange your item, follow the 3 simple steps below.** (Please print clearly.)

**1** Name: \_\_\_\_\_ | Order # \_\_\_\_\_

Email: \_\_\_\_\_

Credit Card # \_\_\_\_\_ Security Code: \_\_\_\_\_

Name on Card: \_\_\_\_\_ Expiration Date:     /     /

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

Check one:      Return for Refund      Exchange

Return Item	Reason	Requested Item Name/Color

**Please read and sign below.**

**2** **RETURN POLICY:** All sale items are final sales and may not be returned or exchanged. All other items purchased from ZOOCCCHINI® can be returned within 30 days of delivery for an exchange or full refund for the price of the original item. Refunds will only be credited to the original form of payment. **DAMAGED** items may only be exchanged for the same item. Returns or exchanges will **ONLY** be accepted on unused, unopened items in their original packaging with the original packing slip. If you are exchanging an item, please note that shipping charges (and restocking charges) to ZOOCCCHINI® as well as return shipping is paid by the customer. Shipping on returned items is not refundable, unless the reason for the exchange or return is due to an error made by ZOOCCCHINI®. Heidi's Home Design will only refund or exchange items purchased through [www.zoochhini.com](http://www.zoochhini.com). Please allow 2-4 weeks for your refund/exchange.

**X** \_\_\_\_\_ **Date:**     /     /

**Send items here.**

**3** **ZOOCCCHINI RETURNS**  
 3655 East Patrick Lane  
 Suite 1100  
 Las Vegas, NV 89120

**PLEASE NOTE:** We recommend shipping with UPS, FedEx or insured USPS so you can track and insure your package. We cannot be responsible for items lost or damaged in the mail. This form must be filled out completely, signed and dated. Incomplete Return/Exchange forms cannot be processed. Thank you!

*Office use only.* Invoice# \_\_\_\_\_ Date Received:     /     /     Date Shipped:     /     /