

Cool-jams Return/Exchange Form

If you need to return or exchange any bedding item please contact Cool-jams Customer Service at info@cool-jams.com for a return authorization #. Complete this form and include with your returned bedding. Send to the address that we provide at the time RA # is given. The RA # should be written on the outside of the box.

Return/Exchange Policy

You may return or exchange unused bedding within 90 days for a refund of the purchase price less shipping, 10% restocking fees and applicable taxes or exchange it for a different item. Any shipping fees originally paid on your order are non-refundable. 10% restocking fees for bedding applies to returns and exchanges. If credit is issued, it will be issued to the credit card used on your original purchase. Return requirements are as follows:

- **Product must be returned to us in its original condition and in original packaging complete with all tags, instructions, and inserts.**
- **Due to federal regulations we cannot accept returns on any used bedding products. All returns must be accompanied by this return/exchange form.**
- **If there is a cost difference between your returned item and the replacement item, we will issue a credit for the original purchase (minus shipping and restocking fees) and then charge your credit card for the new purchase. We will not charge additional shipping for a product exchange.**
- **Once we receive your return, please allow 2 weeks for processing.**

Your Name: _____

Order Date: _____

Order Number: _____

Return Authorization Number: _____

Reason for return: _____

Description of returned item:

Style	Color	Size	Quantity	Unit Price

Exchange For (Circle one): **Credit** *or* **Product**

If Product, indicate:

Style	Color	Size	Quantity	Unit Price

Additional Comments: _____