

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 your item within 30 days for a refund of the purchase price less shipping fees and applicable taxes or exchange it for a different item. Any shipping fees originally paid on your order are non-refundable. 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 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: _____