

If for any reason you are unsatisfied with your handcraft purchase, you may return the item(s) for an exchange or refund within 30 days of receiving your order. Food may not be returned for credit unless it is damaged or defective. If your package arrived damaged, save the entire contents and promptly contact us so we can send a replacement order. **Please do not return items without prior approval.** Include the customer number and order/invoice number found on your receipt to ensure correct processing. Serrv is not responsible for return shipping fees. Please allow up to 3 weeks for processing. We will ship replacement items to the original shipping address unless otherwise notified, and all refunds will be given in the original form of payment. Thank you!

### 1 CUSTOMER INFORMATION

Name of individual or business \_\_\_\_\_  
 Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Daytime phone \_\_\_\_\_ Email \_\_\_\_\_  
 Customer Number (found on receipt by Bill To name) \_\_\_\_\_  
 Order/invoice Number \_\_\_\_\_ Order/Invoice Date \_\_\_\_\_

### 2 ITEMS RETURNED

List the items you are sending back. Be sure to indicate the Reason Code as listed below. **Return Merchandise Authorization Number (RMA) is required for any items being returned.** Please call 1.800.422.5915 or email [orders@serrv.org](mailto:orders@serrv.org) for the number.

SKU	ITEM NAME	SIZE	QTY	PRICE	REASON CODE*	REFUND OR EXCHANGE?	RMA #
						R E	
						R E	
						R E	

REASON CODE: (1) damaged (2) changed mind (3) not as expected (4) wrong item  
 (5) quality (6) too small (7) too large (8) other - please specify

### 3 ITEMS REQUESTED FOR EXCHANGE

For an exchange, please list the replacement items below. If you would like a refund instead, skip this section. If your order was paid via PayPal, you will be refunded for the items sent back, and you will need to place a new order online.

SKU	ITEM NAME	SIZE	QTY	PRICE

FOR INTERNAL USE ONLY:

Picker \_\_\_\_\_  
 Packer \_\_\_\_\_

### 4 PAYMENT

Complete this section only if the price of the exchanged item(s) exceeds the price of the returned item(s).

- Check/Money Order Enclosed. Make payable to Serrv
- Credit Card used previously

### 5 SHIP ITEMS WITH RMA # TO:

Returns Department  
 Serrv  
 601 Main Street  
 PO Box 365  
 New Windsor, MD 21776

Customer Care is here to help!  
 1.800.422.5915 • [orders@serrv.org](mailto:orders@serrv.org)