

TO RETURN AN ITEM

Returns & Exchanges must be made within 30 days of receiving your order

- Completely fill out the form below
- Repack item(s) and include this form in the box
- Ship the package via an insured carrier

The customer is responsible for all return shipping costs. Packages should be shipped with a service that includes a tracking number. Please keep this number for reference. Please note that all items returned to us MUST arrive in saleable condition. Refunds will not be issued for returns damaged or lost during shipping.

ORDER DAMAGED OR INCORRECT?
 Please contact us BEFORE returning your order.
 800.836.88940 or customerservice@fineartstore.com

ORDER ID NUMBER: _____ NAME: _____

EMAIL ADDRESS: _____ PHONE NUMBER: _____

ADDRESS: _____

CITY: _____ STATE: _____ ZIP CODE: _____

ITEMS BEING RETURNED

MERCHANT SKU	DESCRIPTION	QTY	PRICE	TOTAL

Please check here if you are returning your entire order:

REASON FOR RETURN (Please select one option)

- | | | |
|--|---|---|
| <input type="checkbox"/> Defective | <input type="checkbox"/> Dissatisfied (Explain Below) | <input type="checkbox"/> Wrong Merchandise Received |
| <input type="checkbox"/> Wrong Merchandise Ordered | <input type="checkbox"/> Changed Mind | <input type="checkbox"/> Duplicate Order |
| <input type="checkbox"/> Wrong Quantity | <input type="checkbox"/> Arrived Too Late | <input type="checkbox"/> Other (Explain Below) |

Comments: _____

PLEASE CHECK THE APPROPRIATE BOX Refund* Exchange

TO MAKE AN EXCHANGE

NEW ORDER ID NUMBER: _____

Place new order with us online at www.fineartstore.com. Please indicate the new order number on the above line. If you choose to exchange your order, the 15% restocking fee will be waived.

*All returns are subject to a 15% restocking fee less shipping costs as stated in the Return Policy listed on the website.
 If you have any questions please contact us at 1-800-836-8940 or customerservice@fineartstore.com
PLEASE NOTE THAT ALL PAPER ORDERS ARE FINAL SALE AND MAY NOT BE RETURNED

SHIP ALL RETURNS/EXCHANGES TO

ROCHESTER ART SUPPLY, INC.
 ATTN: RETURNS
 150 WEST MAIN ST.
 ROCHESTER, NY 14614