

Smithsonian Store

RETURN INSTRUCTIONS

If you are not completely satisfied with any item, please return it within 90 Days in the original condition and we will refund your product charges. If you received a damaged item, please contact our Customer Service Department for instructions. For Gift Recipients wanting to return or exchange an item, please provide a valid phone number and/or email.

Be sure to fill in your name, address, order ID number and return reason on this form and include it in your return package.

For security of your return, we suggest shipping it by UPS or USPS and keep your tracking number.

Returns and exchange processing may take up to 14 days.

Note: Masks (face coverings) All sales are final. No returns or exchanges.

Please fill in the information below and include with your returned items.

YOUR ORDER ID:	FOR EXCHANGES – PLEASE PRINT THE INFORMATION BELOW
YOUR NAME:	NEW ITEM # W/SIZE/COLOR:
ADDRESS:	NEW ITEM # W/SIZE/COLOR:
CITY AND STATE:	NAME:
ZIP CODE:	ADDRESS:
PHONE:	CITY AND STATE:
EMAIL ADDRESS:	ZIP CODE:

When preparing your return, please fill in the items you are returning.

WHS USE:	WHS: QTY	ITEM NUMBER WITH SIZE/COLOR	ITEM DESCRIPTION

Please mark the Reason for the return below.

AD = Arrived Damaged	DS = Did Not Fit – Too Small
AL = Arrived Too Late	GR = Gift Return
CH = Changed Mind	NE = Not as Expected
DL = Did Not Fit – Too Large	NP = Not as Pictured
DM = Defective Item or Damaged	PQ = Poor Quality
DO = Duplicate Item or Order	WR = Wrong Item Received

<p>Privacy Policy</p> <p>Dear Valued Customer, This is our Privacy Policy: We collect personal information (name, address and phone number) in order to contact you about orders, fulfill orders and respond to inquiries. Your information may also be combined with other data we have on file (e.g. demographic, geographic, purchase history) and shared with third party marketing providers, to help us market to existing and potential customers. We also occasionally share customer information (other than email address) with third parties (e.g. catalogs, magazines, databases) for their marketing purposes. If you prefer your information not to be shared with third party marketing providers and/or if you do not wish to receive future mailings from Smithsonian Store, please contact us at 1-800-322-0344. Please note it may take approximately 90 days to process your request. For more information, please go online to smithsonianstore.org/privacy.</p>	<p>Return Address</p> <p>SI eCOM Returns</p> <p>1650 Bluegrass Lakes Parkway</p> <p>Alpharetta, GA 30004</p>
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Contact Us: customer-service@smithsonianstore.com or by phone 1-800-322-0344