



ARTEflorum

RETURN POLICY AND PROCEDURE

This shipment has been prepared by ARTEflorum shipping personnel with excellent care. In the rare occasion you receive defective or incorrect merchandise, or you are dissatisfied with your shipment please follow the ARTEflorum RETURN POLICY AND PROCEDURES below so that we can process your return in a timely and efficient manner.

Merchandise may only be returned after authorization by ARTEflorum. All claims must be reported within seven days of receipt of shipment. Without such notification, it will be considered that the customer has completely accepted the order as shipped and invoiced. Credits will only be issued when ARTEflorum has received the returned goods. A 15% restocking fee will be charged for returned items for which ARTEflorum bears no fault. For items being returned please follow our RETURN PROCEDURES below.

1. A return authorization number (**RA#**) is required to return product to our warehouse. To obtain a RA# please fill out the Return Claim Form on the reverse side of this form completely and fax it to us. Once we receive your Return Claim Form we will fax you back a RA#.
2. UPS Call Tags will be issued within a couple days of receiving your Return Claim Form. We will fax you the date the Call Tag was issued along with the RA#. UPS picks up within two to three days of the day the call Tag was issued. UPS will attempt pick up three times.
3. The product being returned must be in the original package and overpacked for return shipping to prevent damage in transit.
4. Product with sale stickers, inventory identifications, engraved markings or other such alterations will not be considered for credit or exchange.
5. We take great care when packing and shipping your order so it will arrive in good condition, If damage by the carrier has occurred please notify us by filling out the "Reason For Return" portion of the Return Claim Form with "**#5-Damaged In Transit.**"
6. In the event you are to send product on your own behalf, please send returns to:

ARTEflorum
229 Utah Avenue
South San Francisco, CA 94080

If you do not have a fax available to you, call us at 1-800-755-2800 to file your Return Claim and obtain a RA#. Please indicate your customer account number, invoice number, item number, qty to be returned and reason for the return.
