



We want you to be completely satisfied with your purchase. If for any reason you are not satisfied you may return or exchange the merchandise as received with original packaging within 30 days of receipt of purchase. If an item arrives and is defective, please contact our customer service department at 800-550-4951, or send us an e-mail at orders@cottagesimple.com. Please note that Cottage Simple is not responsible for return shipping costs. Please follow these steps when returning an item:

- 1. Re-pack the item in its original packaging and place it in a shipment box. Please be sure to include everything that came with the item, all parts and pieces.
2. Fill out the return information form below and include it with the item so we can expedite reimbursement to your original payment method. Keep a copy for your records.
3. Please allow two weeks from the date you ship the item back to us for the return to be processed.
4. Please note; you are responsible for return shipping costs. Send the package back to us via a shipping method of your choice. We encourage you to protect yourself from loss or theft by insuring your return. It's a good idea to save your receipt until you receive your refund or exchange from us. Cottage Simple is unable to issue a credit or refund for items damaged or lost on their way back to us, so take special care in packing your item. Returns should be shipped to:

Cottage Simple Returns
351 Lehigh Avenue
Pittsburgh, PA 15232

RETURN FORM:

Form with fields for NAME, ADDRESS, CITY, STATE, ZIP, ORDER #, and E-MAIL.

Please select from the following reason codes, and complete the form below:

- 01 - Not as I expected, 02 - Item was damaged, 03 - Changed my mind, 04 - Wrong item was sent, 05 - Ordered the wrong item, 06 - Quality, 07 - Did not arrive on time, 08 - Other

Table with 6 columns: Item #, Description, Reason For Return, Quantity, Price - Each, Total.

EXCHANGES:

To exchange an item, simply fill out the form below. If the item is in stock we will replace it for you immediately. Standard shipping charges will apply. If the total of your exchange is greater than your refund amount, please include your phone number or e-mail so we may contact you to obtain payment information.

Table with 6 columns: Item #, Description, Reason For Return, Quantity, Price - Each, Total.