

# chairpartsonline.com

## Return Form

### Satisfaction Guarantee

Your complete satisfaction is our top priority. If you are not completely satisfied with your purchase, we will accept returns of new, unused, items for exchange or refund within 30 days of purchase.

### Can I return locally?

We are located in Grand Rapids, Michigan. If you are near our office, you may return your items to us there. Otherwise, all returns must be shipped back to us.

### I believe my item is defective, what do I do?

If you believe you have received a defective item, please contact us immediately so that we can arrange for its replacement.

### What Can I Return?

All standard items may be returned within 30 days. Returns must be in original new, unused condition and be free of any signs of wear, modification, and/or marks from installation, or use. Returns received in conditions other than these may be refused, non-refundable, or subject to a processing fee. Unless an item is defective, the customer is responsible for return shipping costs. Original shipping costs are non-refundable.

Note: All clearance and/or scratch & dent specials are final and non-returnable.

### How can I contact you?

Please feel free to call or email us with any questions  
616-608-9088  
returns@chairpartsonline.com

### Where do I send my return?

Returns may be shipped to:

**chairpartsonline.com**  
**Attn: Returns / Exchanges**  
**4674 Clay Ave SW Ste C**  
**Grand Rapids, MI 49548**

Please include this completed return form with your return. We recommend using tracking and insurance when shipping returns back to us since we are not responsible for returns that become lost or damaged in transit.

### How will I receive my refund?

Returns are processed as quickly as possible and will be credited back to the original payment method excluding original shipping costs and any applicable processing fee.

## Contact & Order Information

Invoice / Order Number (Required): \_\_\_\_\_

Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

## Return Information

Quantity: \_\_\_\_\_ Item Number: \_\_\_\_\_

Description: \_\_\_\_\_

Reason for Return:

Changed mind

Did not fit my chair

Did not meet expectations