



www.marketplaceindia.com

## INSTRUCTIONS FOR REFUNDS AND EXCHANGES

MarketPlace wants you to be happy with your purchase. If you are unsatisfied with it for any reason, we will gladly provide you with an exchange or refund, provided that items are returned in original, unworn condition and in original packaging within 30 days.

**Please do not return items without prior approval. Request a Return Merchandise Authorization Number (RMA #) through the Return/Exchange page under Quick Links on our website.** Or call us at **1.800.726.8905** or email to [customerservice@marketplaceindia.com](mailto:customerservice@marketplaceindia.com).

Please fill out this form, record the RMA # on it, and enclose it with the merchandise you are returning. This will expedite the return process at our warehouse. Your feedback helps us improve our quality and customer service. Please note that MarketPlace does not pay for return shipping or refund original shipping charges unless the item sent was damaged or we sent the wrong item by mistake.

**FOR EXCHANGES:** Please complete sections 1 and 2 below. Once we receive the original item, we will credit the original payment method and put in a new order with no shipping charge for the exchange.

**FOR DAMAGED GOODS:** If you have received merchandise that is damaged, please send us the item(s). Once the item has been received and checked, we will refund you the amount of the product in addition to your shipping charges.

**FOR ITEMS RECEIVED IN ERROR:** Please return the items to us. Indicate the item(s) that were missing from your order, if any. We will send the correct items with no additional shipping charge and then reimburse your return shipping.

**FOR REFUNDS:** All refunds are given in the form of the original payment. For all credit card purchases, please allow additional time for the credit to appear on your statement. If you paid by check, we will mail your refund check with 15 business days after receipt of the return.

QUESTIONS?  
NEED HELP?

**1.800.726.8905**

Customer Service:  
Mon-Thur 9am-6pm  
EST Fri 9am-3pm EST

SEND RETURNS TO:

**Returns**  
**MarketPlace: Handwork of India**  
**601 Main Street**  
**New Windsor, MD 21776**

Please list the returned items below and write the letter code(s) on the "Reason Code" line. You can use more than one code letter, and add any comments you wish. **(A)** Too Large **(B)** Too Small **(C)** Too Short **(D)** Too Long **(E)** Fit General-Overall **(F)** Color **(G)** Damaged **(H)** Unsatisfied / Quality **(I)** Changed Mind **(J)** Shipping / Order Issue **(K)** Other (please explain)

### SECTION 1: ITEMS BEING RETURNED

SKU #	Item Name	Size	Price	Reason Code
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

### SECTION 2: EXCHANGE/NEW ITEMS TO BE SENT

SKU #	Item Name	Size	Price
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Check one:

Replace	Refund	Exchange
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(fill out Section 2)

### CUSTOMER INFORMATION

RMA # \_\_\_\_\_

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

Customer #: \_\_\_\_\_ Order # \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip \_\_\_\_\_

Daytime Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Method of Payment:

Check enclosed

Credit Card used previously