

Customer Service Form

Trader Lou is a marketplace from a merchant adventurer who partners with small, independent producers for unique and original items. This offers you direct prices on items made by hand with the service and online security you can trust. Because of this unique relationship, returns for the purchase amount are not offered but you may return your item within 30 days for an exchange or store credit. There is no charge.

DIRECTIONS: Please print this form and include with your order within 30 days of purchase.

Return address: Trader Lou ATTN: Returns PO Box 190 Kipling, NC 27543. If you have any questions, contact us at (919) 924-3605 or service@traderlou.com.

STEP 1. ORDER INFORMATION. Original order number (if available): _____

Originally Purchase by: <input type="checkbox"/> address change Name _____ Address _____ City, State _____ Zip Code _____ Day Phone Number _____ Evening Phone Number _____ Email _____	Send Exchange to: (If different from left) Name _____ Address _____ City, State _____ Zip Code _____ Day Phone Number _____ Evening Phone Number _____ Email _____
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STEP 2. ITEMS RETURNING. Please list the item(s) you are returning, including reason code (see chart)

ITEMS RETURNED

Check Exchange or Store Credit	Reason	Item #	Color	Size	Quantity
<input type="checkbox"/> exchange <input type="checkbox"/> store credit					
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Quality	Satisfaction	Performance/Service	Catalog
01 Quality unsatisfactory	31 Did not like styling	11 Care instruction failed	21 Too small
02 Defective construction	32 Did not like fabric	12 Did not perform well	22 Too large
03 Finish unacceptable	33 Did not like color	51 Shipping damage	23 Ordered wrong size
04 Difficult to assemble	34 Price too high	52 Wrong item sent	41 Not as described
			42 Not as pictured

STEP 3. EXCHANGE ITEMS. All items include free shipping.

EXCHANGE- NEW ITEMS REQUESTED

Item #	Color	Size	Quantity

STEP 4. METHOD OF PAYMENT

If the value of your exchange or new order exceeds the value of your return, please provide a method of payment

- Check or money order enclosed payable to Trader Lou
 Invoice my PayPal account. Email: _____
 Credit card: Visa MasterCard American Express Discover

Credit card information:

Card Number: _____ Expiration Date: _____

Signature _____