

## EXCHANGE AND RETURN FORM

### Step 1 - Please fill out the information below:

Last Name \_\_\_\_\_ First Name \_\_\_\_\_ Order ID \_\_\_\_\_

### BILLING INFORMATION

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zipcode \_\_\_\_\_

Country \_\_\_\_\_ Telephone \_\_\_\_\_

### SHIPPING INFORMATION (if different from original)

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zipcode \_\_\_\_\_

Country \_\_\_\_\_ Telephone \_\_\_\_\_

### Step 2 - How would you like us to handle your request?

Exchange item (please fill out reorder section in step 4)

Refund / Credit

Returning a gift. Please send (check one):       Exchange     Credit (Gift Certificate)

### Step 3 - List item(s) you are returning including reason:

SKU	Product(s)	Description	Reason Code

### Reason Codes:

1. Wrong item shipped

2. Late arrival

3. Duplicate shipment

4. Canceled product

5. Workmanship

6. Defective

7. Changed my mind

8. Gift - Do Not Want

9. Reason not listed

### Step 4 - Please fill out your reorder here:

SKU	Product(s)	Description	Price Each	Quantity	Total

Step 5 - Please enclose this form along with the merchandise in a secure package. Attach the Return Label, if provided, to the outside and return through any shipper or by insured mail. Please allow 30 days to receive your return and process your request.

**Sent to:** Sahara Smoke Co.  
**ATTN: Retail Returns**  
32 Joe Kennedy Blvd.  
Statesboro, GA 30458

➡ A customer service representative will contact you about your method of payment.