

Return instructions listed below



5614 Franklin Pike Circle
 Brentwood, TN 37027
 Phone: (615) 373-1444
 Fax: (615) 377-6948
 Web Site: www.hobby-lobby.com

Name _____

Date: _____

Address _____

Customer # _____

City _____ State _____ Zip _____

Email _____

Phone No: (Include area code) _____

Invoice # _____

Items being returned:

Qty.	Item Number	Description	Return Reason

Reason for Return:

- N Not what was ordered
- R Not needed once received
- F Defective *see below
- D Damaged in Shipment **see below
- M Missing parts
- O Other Please explain

Comments:

Action Requested:

__ Exchange for items below:

Qty.	Item Number	Description	Price

Payment for any additional amount
 ___ Credit Card # _____ (only last 4 digits)
 ___ Check/Money Order
 ___ Gift Certificate/Other

Credit (Note: We refund using original payment method only)
 ___ Credit my credit card # _____ (only last 4 digits)
 ___ Send a refund check
 ___ Send a replacement
 ___ Other

Return to Hobby Lobby by either:

1. Fill out the form and save it on your computer (File - Save As) and then email it to customersupport@hobby-lobby.com OR
2. Print out the form, print it out and fax it to 615-377-6948



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Hobby Lobby's Return Policy

For over 45 years, we've been making our customers happy. While we hope that you'll love the products you purchase from us, we know sometimes this doesn't happen. In most cases (except for defective or damaged merchandise), you can simply follow the instructions below and fill out our Return Form. We'll process your return as quickly as possible, in the order we receive it. By following these easy instructions, you'll help us give you the best service possible.

IS YOUR PRODUCT NEW/UNUSED AND IN ITS ORIGINAL PACKAGING, AND HAS IT BEEN PURCHASED WITHIN THE LAST 30 DAYS?

Fill out the form on the reverse side, or go online to www.hobby-lobby.com, click "Support" and send us an email. Write in the quantity, stock number, description and a return code (see table) for the product(s) you are returning. If you are returning a DEFECTIVE item, please provide a detailed description of the product defect. All other merchandise returned must be in new, resaleable condition. Please note that non-defective merchandise returned may be subject to a 15% restocking fee.

***IS YOUR PRODUCT DEFECTIVE RIGHT OUT OF THE BOX?**

If you have a product that is defective right out of the box, it can usually be repaired or replaced at no charge. HOWEVER some manufacturers insist on dealing directly with you in these situations. Please see your product manual, check on our website at www.hobby-lobby.com/support.htm or call our Customer Service representatives at (866) 512-1444 to find out if your product is one of these. If it is not, please follow the instructions above.

****HAS YOUR PRODUCT BEEN DAMAGED IN SHIPPING?**

In order to get proper credit, merchandise that is damaged as a result of shipping should never be returned without calling us first. It is very important to save ALL packing materials and paperwork, as well as the damaged product. Call us at (866) 512-1444 and we'll give you further instructions.

A representative of the shipping company must see the packaging and pick up the product.

Tell us how you want us to handle your return credit.

- If you wish to exchange the returned product for another product, list the quantity, stock number, description and price of the additional products in the space provided. Be sure to tell us how you'd like to pay for any additional charges, if there is a difference in price. When an order that earned a discount or used a promotional coupon is returned, the remaining balance is reviewed. If the order no longer qualifies for the discount, it will be subject to a chargeback to your account.
- If you wish to order more items, include the handling and shipping fee for your location. Send the package to us at Hobby Lobby International 5614 Franklin Pike Circle, Brentwood, TN 37027. For your own protection, we advise that you insure your package but note that ***we do not reimburse for insurance or return shipping.***