

Please fill out and include in the box

We guarantee your full satisfaction on all our products at Club Bead. If the merchandise you purchased has a defect or if you are not entirely satisfied with your purchase for any given reason, you can return your unwanted item(s) **within 30 days following its purchase**. We will be happy to exchange it OR provide you with a credit note that can be used **without any delay**. If the desired item is out of stock, we will also provide you with a credit note.

Please note: Shipping fees are at your cost. **Additional handling fees of 20% may be charged** if the item(s) returned comprises many pieces that have to be counted. If the merchandise is returned because of a defect or because of an erroneous processing of your order, Club Bead will credit the shipping charges under the condition that the return be processed through **Canada Post** (it is mandatory to include a copy of your original receipt). Club Bead is not responsible for any damage to the merchandise that may occur during transport, thus Club Bead may refuse to process a return if the request does not comply with the aforementioned conditions. In which case a customer service representative will contact you.

All sales are final. No reimbursement. Exchange or credit note only. No reimbursement or exchange on products that are on sale, subject to a promotion or being liquidated.

## Steps to follow

1. Fill out this form carefully.
2. Replace the product in its original packaging and make sure it is undamaged, unless it is being returned because of a defect.
3. Enclose a copy of your original invoice.
4. Mail all of the above to the following address :  
**Club Bead - 8259, St-Michel Boulevard, Montréal, Québec H1Z 3E4**

## Form

Please complete all fields below:

Name :	Client # :
Address :	
City :	Province :
Postal code :	Phone (day) :
Email address :	

## Returned item

Code	Quantity

Reason of return:  The product is defective     I did not receive the right product     I changed my mind  
 Other reason (please expand) :

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## Credit or exchange

- I prefer to get a credit note.  
 I prefer to exchange my original order since the product I received was damaged or defective

## Customer service

Montreal and surroundings: 514 904-0224  
Toll free: 1 844-777-2221  
info@clubbead.com