

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**.

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) :

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