

# On the Button, LLC

## Return and Exchange Form

At Onthebuttongifts.com, customer satisfaction is paramount. If something's wrong and you're not pleased, then we're not happy either. It's really important to us that each and every customer is 100% satisfied. So, we'll do whatever it takes to make sure that your experience with us is a great one.

When returning or exchanging an item, we recommend that you use a delivery service, which provides tracking information. Onthebuttongifts.com is not responsible for anything lost during the return process if tracking information is not available.

*Refunds will be applied to the original form of payment.*

Send Exchange or Refund to:

Name: \_\_\_\_\_

Address: \_\_\_\_\_ Apt.#: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_ E-Mail: \_\_\_\_\_

Credit Card: \_\_\_\_\_ Expires: \_\_\_\_\_

**REASON CODES**

A. Changed Mind                      F. Did not like color  
 B. Damaged in shipment          G. Not as described  
 C. Quality unsatisfactory        H. Wrong item sent  
 D. Did not perform as expected  
 E. Other - please explain: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**RETURN FORM**

Item#	Color	Description	Reason Code	Quantity	Price

**EXCHANGE FORM**

Item#	Color	Description	Quantity	Price



Comments or Suggestions

We like hearing from you, is there something that you want to share with us? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**From:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**To: On the Button, LLC**  
**Returns**  
**16 Old Orchard Road**  
**Easton, CT 06612**