



578 N 1800 E Rd • Paxton, IL 60957
 Mon-Fri • 9:00am to 5:00pm CST
 Ph: 217-379-3802 • Fax: 800-317-8626
 www.hhtatting.com • staff@hhtatting.com

Your Package has Arrived!

Open your package and verify that everything listed on your sales order receipt is in the box. Be sure to look through the packing materials for any hidden items. If you notice any discrepancies, please contact us.

Something missing, damaged, defective, or incorrect?

Notify us within **2 business days of receipt of order** if you find any missing, incorrect, defective, or damaged items. Your satisfaction is our priority, and we are committed to resolving any issues to ensure you are happy with your purchase.

Return Policy

- To initiate a return, contact us within **7 days of receiving your order**. A Return Authorization # will be given, which is required for the acceptance and processing of your return.
- *Shipping fees are the responsibility of the customer.*
- **All returned products must be unused, in original packaging, and in the same condition in which it had been received.**
- You will receive a refund (or credit towards a new order) matching the original amount you spent on the product, excluding shipping costs. Note: Any discounts/sales will be adjusted accordingly.
- *Some items such as closeout, not perfect, limited, custom design, Lizbeth color samples, etc. are not returnable.*

Handy Hands reserves the right to refuse the return and can charge a minimum 15% restocking fee if these conditions are not met. For additional information, refer to our website: www.hhtatting.com.

RETURN FORM

1. Complete the below information and include with your return:

Circle one: Refund OR Credit towards a New Order Authorization #: _____

 Name Phone Email

 Street Address (please include apt # if applicable)

 City State Zip

2. FOR REFUNDS, proceed to step 3.

For NEW ORDERS with Return Credit:

- Complete the order form on the back. To calculate your return credit, refer to the original sales order receipt.
- Include *additional payment* for the shipping charges and any balance due, if applicable.
Please contact us to help you figure a total for your order.

3. Pack Items

Place the returning item(s) in a package with packing material to ensure the item(s) arrive safely and undamaged.
Note: if items are received in damaged condition due to poor packaging, a full refund may not be given.

4. Ship Your Items

- Customers are responsible for shipping costs.
- Handy Hands is not liable for any lost or damaged packages. We suggest getting a tracking number for your return package so you can track it if needed.

Ship to: Handy Hands, Inc.
 Attn: Returns
 578 N 1800 E Rd
 Paxton, IL 60957

Once we receive your return, please allow 3-5 business days for us to process your refund or new order. For refunds, the amount will be credited to your original payment method.

