



RETURN POLICY AND PROCEDURE

Phone: 440.234.6996 (9 a.m. - 5 p.m. EST)
Toll Free: 866.739.8477 (9 a.m. - 5 p.m. EST)
E-mail: custserv@ambiance.com

Return Policy

- For hygienic reasons, we cannot accept returns of intimate apparel, lotions, creams & lubricants or marital aids & novelties.
- Defective merchandise will only be exchanged for identical merchandise or a credit will be issued.
- Defective merchandise must be returned within 30 days of delivery.
- DVDs, CDs and games can only be returned if package seal has not been broken. Defective DVDs, CDs, books and games will only be replaced with new items of the same title.
- Credits are not issued on returned DVDs, CDs or books.

Return/Exchange Instructions

1. Complete the Return/Exchange Form below. Enter item description, including item code, quantity being returned, reason for return and exchange or credit preference.
2. Package defective item(s) in original packaging.
3. Detach Return/Exchange Form and enclose with merchandise being returned. **Do NOT return merchandise to an Ambiance retail location.** Seal package and ship, postage paid, to the Return Address shown on the right. We recommend insuring your package and retaining the receipt.
4. When your exchange is received and processed, your replacement product will be shipped to you. For returns, a credit will be issued minus original shipping costs.

Merchandise Return Address
Ambiance, Inc. Attn: SFL Returns 17820 Englewood Dr., #12 Cleveland, OH 44130

Cut along dotted line and include list of items returned.

Return/Exchange Form

Name: _____ Address: _____
 E-mail: _____ City, State & Zip: _____
 Order ID: _____ Invoice #: _____

Item Description	Qty.	Exchange or Credit	Reason for Return

*If you need additional space for products being returned, please list them on the back of the Returns/Exchange Form.