



# RETURN/EXCHANGE INSTRUCTIONS

Returns are simple with Shop LC!

All Sales Final on items purchased on the Online Auction or Clearance sections of the website and during any Clearance Event. Exception for damaged or defective items.

**Step 1:** Complete this return form (see instructions below).

**Step 2:** Place all of the items you are returning and this completed form into an envelope strong enough to protect the items while in transit. Seal the package with packing tape. If you are including multiple invoices within one package, please separate items by invoice within the outer package.

**Step 3:** Secure the shipping label (options below) to the outside of the package. Please be sure to cover/remove any existing shipping labels on the package.

**Step 4:** Retain a copy of your tracking number to track the status of your shipment.

**Step 5:** Ship your return within 30 days of receipt of your order, using one of the options below. Items returned outside of the 30 day policy may not be accepted by Shop LC or will be subject to a **25% restocking fee**.

**Option 1: Use the shipping label enclosed in your original order.**

1. Fill in your return address in the blank space provided on the label.
2. Affix the return label on top of your return package.
3. Drop the package in your mailbox, or give it to your Postal Carrier or Postal Office.

A Return Label Fee of \$6.49 (up to 5.0lbs), \$8.49 (5.01 - 10.0lbs), or \$10.49 (10.0+lbs) will be deducted from your refund credit amount.

**Option 2: Return on your own.**

1. Select your preferred carrier (US Postal Service with tracking # recommended) and mail the package to the address below. You may purchase insurance at your own discretion.

Shop LC  
 Attn: Returns Department  
 100 Michael Angelo Way, Suite 400D  
 Austin, TX 78728

**Return Form Instructions:**

For each returned item in this package, please complete the form below (use additional sheet if needed).

Shop LC Invoice # <small>(Top right corner on invoice or enclose a copy)</small>	Item Code	QTY Returned	Reason for Return <small>(Choose code from below)</small>	Return Comments	Action Code <small>(Choose code from below)</small>

**Reason Code for Return:**

1. Manufacturing defect. **Please specify in comments.**
2. It looked different on website or TV
3. Design or size issue
4. Changed my mind
5. Other, **please specify in comments**

**Action Code:**

- (A) Refund to original method of payment
  - (B) Store Credit
  - (C) Replacement\*
- \*In case replacement is not available, a refund to the original method of payment will be made.