



HandTrades Customer Service Form

HandTrades.com is a unique store where independent artisans from all over the world list their items and then your order is filled by Gilbert & Frech located in Kipling, NC. This offers you direct prices on items made by hand with the service and online security you can trust. Because of this unique relationship, returns for the purchase amount are not offered but you may return your item within 30 days for an exchange or store credit. There is no charge.

DIRECTIONS: Please print this form and include with your order within 30 days of purchase.
Return address: Hand Trades ATTN: Returns PO Box 190 Kipling, NC 27543. If you have any questions, contact us via email at service@handtrades.com

STEP 1. ORDER INFORMATION. Original order number (if available): _____

Originally Purchase by: <input type="checkbox"/> address change	Send Exchange to: (If different from left)
Name _____	Name _____
Address _____	Address _____
City, State _____	City, State _____
Zip Code _____	Zip Code _____
Day Phone Number _____	Day Phone Number _____
Evening Phone Number _____	Evening Phone Number _____
Email _____	Email _____

STEP 2. ITEMS RETURNING. Please list the item(s) you are returning, including reason code (see chart below)

ITEMS RETURNED					
Check Exchange or Store Credit	Reason	Item #	Color	Size	Quantity
<input type="checkbox"/> exchange <input type="checkbox"/> store credit					
<input type="checkbox"/> exchange <input type="checkbox"/> store credit					
<input type="checkbox"/> exchange <input type="checkbox"/> store credit					

Quality	Satisfaction	Performance/Service	Catalog
01 Quality unsatisfactory	31 Did not like styling	11 Care instruction failed	21 Too small
02 Defective construction	32 Did not like fabric	12 Did not perform well	22 Too large
03 Finish unacceptable	33 Did not like color	51 Shipping damage	23 Ordered wrong size
04 Difficult to assemble	34 Price too high	52 Wrong item sent	41 Not as described
			42 Not as pictured

STEP 3. EXCHANGE ITEMS. All items include free shipping.

EXCHANGE- NEW ITEMS REQUESTED			
Item #	Color	Size	Quantity

STEP 4. METHOD OF PAYMENT

If the value of your exchange or new order exceeds the value of your return, please provide a method of payment

- Check or money order enclosed payable to Gilbert & Frech, LLC
- Invoice my PayPal account. Email: _____
- Credit card: Visa MasterCard American Express Discover

Credit card information:

Card Number: _____ Expiration Date: _____

Signature _____