Product Return/ Exchange Information

If you are not satisfied with your purchase you may return the item(s) within 30 days upon delivery for refund or exchange. Items returned after 30 days will apply to store credit or exchange only. When R/E form is received to our returns office, an e-mail will be sent to you. Please allow 15 business days after the confirmation R/E email for your request to be full filled.

Damages: For items that may have arrived to you damaged please visit www.winstuff.com/damages/ to submit a damage claim to receive replacement item(s). All damage claims must be filled within 3 business days upon delivery. Any claims submitted after 3 business days will not be honored.

Return Exceptions Include:

- Personalized engraving orders. Winestuff will only accept returns for wrongfully engraved items or mistakes.
- Special Handling or Gift Wrap fees and services will not be refunded.
- Discounts or Promotions. The refund value for each item returned will be reduced to reflect the value of the free gift, free shipping or discount that was applied to your original order.
- Drop Ship items: Items that are not shipped from Easton, PA will be subject to a $5 restocking fee.
- **Amazon.com Orders**: A 6% restocking fee will apply to all returns on orders placed through Amazon.com

Contact Customer Service: csr@winestuff.com or 1-800-946-3788 Monday-Friday 9:00am – 5:00pm Eastern Time

Return/Exchange Shipping Instructions:

For your protection, please ship merchandise that you wish to return or exchange back to us, UPS, FedEx, or Insured Parcel Post. Please note: Winestuff does not reimburse costs for mailing services, postage, or return shipping costs. Please have returned shipping information, including tracking number, available at the request of Winestuff.

1. Complete and enclose this form with your package to ensure your request can be processed quickly and efficiently.
2. If a gift is being R/E not by the original purchaser, please provide their name and original order No. This information will help us process your request while maintaining the confidentially of your gift return. If there is a price difference in the exchange, the gift recipient will either receive store credit or will be contacted to provide a new credit card at time of exchange.
3. Items must be returned in original box with all packing material, documentation, and instructions. DO NOT write on original product boxes.
4. Ship Returns to this address: **Winestuff Attn: Returns 410 South 16th St Easton, PA 18042**
   Ship Exchanges to this address: **Winestuff Attn: Exchanges 410 South 16th St Easton, PA 18042**
5. Retain shipping receipt and tracking information until your R/E has been completed.

**All returns will be applied to the original form of payment unless specified by a gift recipient only.
**Please note: Additional shipping charges will apply to exchanges.

Product Return/ Exchange Form

Order No: _____ **Contact:** ⬭ **Buyer** ⬭ **Recipient**

Original Billing Information:
Name: _____
Phone: _____
E-mail:_____
Date Returning:_____

Updated Information:
Name: _____
Address: _____
_____
Phone: _____
E-mail:_____

Return Item No.	R/E Indicate R=Return E=Exchange	Return Qty	Reason Code: See Below	Exchange Replacement Item No.	Exchange Qty

1A = Changed Mind	4D = Damaged; No Replacement Desired	7G=Invoiced or Priced Incorrectly
2B = Ordered Wrong Item	5E= Shipped Wrong Product	9I = Defective Product
3C = Not As Described/ Pictured	6F= Did Not Arrive On Time	10J =Poor Quality