

Returns are not accepted without this form.

Why are you returning this product? \_\_\_ It's broken \_\_\_ I need an exchange (different size/temple) \_\_\_ Other \_\_\_\_\_

\_\_\_\_\_ This is my sculpture and it's broken. I'd like this repaired or re-built (Go to **OPTION A**) (\*Call us if your temple is glued to a mirror)

\_\_\_\_\_ I want you to send me a completely different product as a replacement or exchange (Go to **OPTION B**)

\_\_\_\_\_ The temple is not broken, but I want to return for a refund. (Go to **OPTION C**)

\_\_\_\_\_ My product was damaged in the mail and I need a new one or return for a refund. (Go to **OPTION D**)

## OPTION A, REPAIRS/REBUILDS

Pick your service: (ALL services include return shipping. Call us for clarification if needed or if your temple is glued to a mirror.)

\_\_\_\_\_ \$20 for minor\* repair on small/medium/ornament \*Minor repair: broken Moroni or cracked tower.

\_\_\_\_\_ \$25 for major repair on small/medium/ornament \*Major repair: generally 4+ pieces. Call us for details.

\_\_\_\_\_ \$25 for minor repair on large/x-large temple \*Minor repair: broken Moroni or cracked tower.

\_\_\_\_\_ \$35 for major repair on large/x-large temple \*Major repair: generally 4+ pieces - rebuild. Call us for details.

\_\_\_\_\_ My temple is shattered\* and I'd like a replacement. \*Please note that your shattered pieces must be returned to qualify for these deeply discounted replacement prices.

I'll pay this amount that includes shipping: \_\_\_\$25 Small, \_\_\_\$29 Ornament \_\_\_\$39 Medium, \_\_\_\$59 Large \_\_\_\$85 X-Large

\_\_\_\_\_ My piece is a custom piece. The price agreed upon with Temples Around the World is \$ \_\_\_\_\_

**\*\*\*NOW COMPLETE THE PAYMENT/MAILING ADDRESS/PACKING SECTION AT THE END OF THIS FORM\*\*\***

## OPTION B, REPLACEMENTS

All pieces are different as they are handmade. We accept replacement requests based purely on personal preference. Please note that no shipping costs are refunded for replacements.

I'm returning this product because: \_\_\_\_\_

I would like to replace with: \_\_\_\_\_

• If my replacement results in a refund, I will receive a refund for the difference (minus re-stocking and shipping fees) with my replacement. \_\_\_ Initial

• If my replacement costs additional, I will receive an invoice to pay online for the difference before the replacement is sent. \_\_\_ Initial

• If my replacement is equal (I am exchanging for personal preference), I am including a check for \$12 for return shipping to me. I understand that my shipping costs are not refunded.

**\*\*\* NOW COMPLETE THE PAYMENT/MAILING ADDRESS/PACKING SECTION AT THE END OF THIS FORM \*\*\***

## OPTION C, RETURNS for REFUND

I am returning this product because: \_\_\_\_\_

I understand that a re-stocking fee may apply and original shipping charges are not refunded. I would like my refund returned via:

\_\_\_\_\_ Paypal payment to my email address: \_\_\_\_\_

\_\_\_\_\_ Check made out to: (name and address) \_\_\_\_\_

\_\_\_\_\_ Original card used to make purchase. Last 4 digits: \_\_\_\_\_ Date charged \_\_\_\_\_

**\*\*\* NOW COMPLETE THE PACKING SECTION AT THE END OF THIS FORM \*\*\***

## OPTION D, DAMAGED IN THE MAIL

We accept mailing damage claims within 3 business days of your package being delivered. To have your temple replaced free of charge, please do the following:

• Take pictures of damage and packaging and email to [director@templesaroundtheworld.com](mailto:director@templesaroundtheworld.com)

• Email us with your original receipt so that we can locate your order and create a shipping label for you.

• Complete the mailing address section at the bottom of this form and include this form with your shipment.

• Package the temple in the original packaging and return to us with the shipping label we create for you.

Please note that you MUST return the package within 3 business days of us sending you the pre-paid label.

\_\_\_\_\_ I would like a replacement sent. \_\_\_\_\_ I would like a full refund.

## \*\*\*\*\*PAYMENT OPTIONS\*\*\*\*\*

\_\_\_\_\_ Check included (we prefer this method) made to Temples Around the World

\_\_\_\_\_ I'll send you a paypal payment. (please send payment to [director@templesaroundtheworld.com](mailto:director@templesaroundtheworld.com) via friends/family so a fee is not charged to us.)

\_\_\_\_\_ Please send me an invoice to pay online with my credit card: \_\_\_\_\_

\_\_\_\_\_ Charge my card: \$ \_\_\_\_\_ Card number \_\_\_\_\_ exp date \_\_\_\_\_ security code \_\_\_\_\_ billing zip code \_\_\_\_\_ Signature \_\_\_\_\_

\_\_\_\_\_ Please call me for my credit card number. (We are happy to charge cards over the phone, however, an additional \$4 service fee will be added)

**MAILING ADDRESS** Where are we returning the repaired temple/sculpture? \*Please note that shipping included applies only to shipping within the USA.

For international shipping, please contact us.

Name: \_\_\_\_\_ Address: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_ MY TEMPLE is the \_\_\_\_\_ Size \_\_\_\_\_

## PACKING INSTRUCTIONS

Please return your temple in it's original packing material. If it is not available, please follow these instructions carefully: Place your temple in a box about 1-2 inches bigger than the temple.

Pack pieces tightly with tissue paper (even kleenex is fine too). The goal is to have no movement of pieces when the box is shaken. Place this box in a larger shipping container (3-6 inches bigger than the smaller box on all sides). Please use bubble wrap, Amazon packing bubbles (you know the kind...) or peanuts. Refunds/exchanges are subject to refusal if packing instructions are not followed. If you have any questions while packing your temple, please call us. We've received returns that are absolutely shattered because these instructions are not followed. In that event, we can not help you. If you have doubts about your packing skills, please take your temple to a UPS store and they will pack, ship and insure it for you.

## SHIPPING INSTRUCTIONS

We recommend USPS Priority Mail (lowest cost option) or UPS/FEDEX (best insurance)

Ship to: **Temples Around the World • 937 W 2000 N • Provo UT 84604**

Don't forget to INCLUDE THIS COMPLETED FORM; please allow 2-4 weeks for the repair/replacement and return shipping.

For office use:

Received date: \_\_\_\_\_ Payment completed: \_\_\_\_\_ Shipped/Refund Date: \_\_\_\_\_ NOTES: \_\_\_\_\_