

## Lunapads Product Return Form

Date: \_\_\_\_\_

Please review our [Customer Satisfaction Policy](#) or contact us directly to confirm that your products are eligible for return or exchange.

### Billing Address

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ Prov/State: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_  
Card # \_\_\_\_\_ Expiry: \_\_\_\_\_  
CVC # (3 digit code on back of card): \_\_\_\_\_

### Shipping Address

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ Prov/State \_\_\_\_\_  
Phone: \_\_\_\_\_  
Email: \_\_\_\_\_

### The products I am returning are:

- NEW** and **UNWASHED/UNUSED**, however I would like a different size or style. Be sure to include your credit card information above, so that we may apply a shipping charge for your replacement item/s.
- NEW** and **UNWASHED/UNUSED** and I would like a refund. All refunds will be credited to the credit card used to make the original purchase.
- Not what I ordered or defective**. In this event, please contact us directly for assistance.

**For all other returns, please contact us for instructions prior to sending.** In order to process additional charges (for shipping, or other purchases), we require your **credit card** information. Please include this information above, if applicable.

### What are you returning?

| Qty | Item       | Fabric/Style | Size  | Reason    | Order ID       |
|-----|------------|--------------|-------|-----------|----------------|
| 1   | Pantyliner | Red          | Teeny | Too small | U20080101-5000 |
|     |            |              |       |           |                |
|     |            |              |       |           |                |

### List the items you would like to receive in exchange:

| Qty | Item       | Fabric/Style | Size |
|-----|------------|--------------|------|
| 1   | Pantyliner | Red          | Mini |
|     |            |              |      |
|     |            |              |      |

### Mailing Instructions:

- Return items including completed forms by regular post, **NOT** a courier company like FedEx or UPS, to the address at the bottom of this page. **Customs fees incurred by packages sent via courier will be billed back to the customer (i.e. you).**
- **If you are returning products from outside of Canada**, please fill out any customs stickers or documents as follows: "Goods returning to Canada - \$0 value". **Please do not indicate a dollar value on the package, as we will be erroneously charged tax by Canada customs.** Failure to follow these instructions may result in a deduction of tax fees against your refund.
- Shipping charges are non-refundable. We cannot refund or give credit for mailing costs associated with returns and exchanges **unless** it is as a result of our error.

For additional questions, call us toll free at **1.888.590.2299** or send an email to **info@lunapads.com**

**Thank you!**

**Lunapads International Products Ltd.**  
**3471 Commercial Street Vancouver BC Canada V5N 4E8**