



*The Source for Sustainability*

# Exchange/Return Form

Name: \_\_\_\_\_

Order Date: \_\_\_\_\_ Order Number: \_\_\_\_\_

## Step 1: Product Information

Please list the item(s) that you are returning in the Return Merchandise table below.

If you are requesting to exchange an item, please write down the new item(s) in the Exchange Merchandise table below.

### Return Merchandise

Item Name	SKU #	Price	Quantity	Return Reason

### Exchange Merchandise

Item Name	SKU #	Price	Quantity	Exchange Reason

## **Step 2: Shipping Information**

You may return your purchase by mailing to us the item(s) you wish to return in the original packaging, your original invoice, and this completed Return/Exchange Form to the following address:

ECO Building Resource Ltd.  
136 Wellington Street East,  
Aurora, Ontario, L4G 1J1

### **PLEASE NOTE:**

Returned items must be in their original condition and packaging (NO EXCEPTIONS).

We reserve the right to refuse returns on items that have been damaged, soiled, or altered in any way.

We also reserve the right to refuse service to anyone who, in our opinion, makes excessive returns or exchanges.

Clearance items may only be exchanged.

If received after the 30-day period or in a condition that is not compliant with our return policy, the item(s) will be shipped back at the customer's expense.

Incomplete sets will not be processed as a return.

## **Step 3: Processing**

Once we receive your returned item(s), upon inspection of the item, we will contact you to inform you of your refund or provide you information on your exchanged item(s).

Please allow 14-21 days for your request to be processed.