

**MERCHANDISE RETURN FORM**

You can return new or unopened merchandise within 14 days of delivery for a full merchandise refund. Original shipping charges are not refundable. Customer must pay for return-shipping charges. Items must be returned in new or unused condition and contain all original materials included with the shipment. All returned items will be inspected and awarded a partial refund if opened or used. **Sale items are NON-REFUNDABLE.**

If the return is a result of our error (damaged or defective or wrong item shipped), we will refund the full cost of the merchandise and shipping charges.

In order to better serve you in the future, please fill out the following information and include a return code. For any exchange or additional items ordered, our standard shipping charges apply (see chart below).

**ITEMS RETURNED**

ITEM#	QTY	DESCRIPTION	COLOR/SIZE	PRICE	RETURN CODE

\*Your account will be credited upon receipt and inspection of returned merchandise.

**EXCHANGE ITEMS WANTED**

ITEM#	QTY	DESCRIPTION	COLOR/SIZE	PRICE
<b>SUBTOTAL</b>				
<b>TAX: CA Residents add 8.5% Sales Tax</b>				
<b>SHIPPING (see Chart)</b>				
<b>TOTAL</b>				
<b>LESS RETURNED ITEMS TOTAL</b>				
<b>TOTAL DUE</b>				

**RETURN TO:**  
**BOSSA Handbags**  
 50 POST ST., LEVEL 2,  
 CROCKER GALLERIA  
 SAN FRANCISCO, CA 94104  
 415.391.0182 / 415.567.4665  
[info@shopbossa.com](mailto:info@shopbossa.com)  
**www.shopbossa.com**

**RETURN CODES:**  
 100 - Damaged In Shipment  
 200 - Defective  
 300 - Poor Quality  
 400 - Wrong Item  
 500 - Arrived too late  
 600 - Too Big  
 700 - Too Small  
 800 - Not as advertised  
 900 - Didn't like color

**MERCHANDISE SHIPPING:**

Total Charge  
 \$0-25.00 .....\$6.50  
 \$25.01-\$50.00 .....\$9.50  
 \$50.01-\$75.00 .....\$12.50  
 \$75.01 - 100.00 .....\$14.50  
 \$100.01 - 125.00 ..... \$16.50  
 \$125.01 - 150.00 .....\$18.50  
 \$150.01 - 200.00 ..... \$22.95  
 \$200.01 - 250.00 ..... \$25.95  
 \$250.01 - 300.00 ..... \$28.95  
 \$300.01 and above... 10% of order