Senior Shopping Service

800.334.2897

www.seniorshoppingservice.com

HASSLE FREE Returns & EXCHANGES

Invoice# _____

Customer# _____

Please send package to:
Attn: Returns/Exchanges
Senior Shopping Service
319 Anderson Rd
Chesterfield, IN 46017

We encourage you to ship your items in their original box and shipped back via UPS, Priority Mail, or Fed Ex so it may be tracked.

Facility Name:	
Date:	
Resident's Name:	
Address:	
City:	ST: Zip:
Phone:	
Your Name:	
Your Title:	
Email:	

Qty	Item Description	Return Code	Exchange or Return	What is the replacement item, you want instead? *(put "none" if return only)*

Return Codes (Choose One) **SZ**=Wrong Size **WI**=Wrong Item **CO**=Didn't Like Color **DA**=Damaged **LA**= Labeled Wrong **FAM**=Family Didn't Approve **RES**=Res. Changed Mind **O**=Other

Returns/Exchanges:

At Senior Shopping Service, we strive to ensure your satisfaction with every purchase. We understand that occasionally, you may need to return or exchange an item. To make this process as smooth as possible, please review our Returns/ Exchanges Policy published on our website for eligibility and then follow the procedures outlined below:

To initiate an exchange or return, please contact our customer service team at service@seniorshopping.com, to obtain a Return Merchandise Authorization (RMA) number. Once you receive your RMA number, please securely package the item(s) you wish to exchange, complete the Return/Exchange Form, and include the RMA number on the package.

Defective or Damaged Items:

If you receive a defective or damaged item, please contact our customer service team at service@seniorshopping.com, immediately and include photos of the damage for further assistance.

Customers are responsible for shipping costs associated with returns/exchanges unless the item(s) received were defective or damaged.

Thank you for shopping with us, and please contact customer service at:

service@seniorshopping.com