

Please contact our Customer Service team on 1-800-554-0887 (Mon-Fri 9am - 5pm EST) and ask for a Returns Authorization number

Please Note: We DO NOT accept returns on samples as these are cut to order.



Order Date	Order Number	Returns Authorization Number*

*contact us for the above

Order details

QTY	Product Code	Product Name	Reason Code

Reason Codes:

- 1. Ordered too many
- 2. Not liked
- 3. Color not as expected
- 4. Was not as per the website
- 5. Arrived too late
- 6. Quality not as expected
- 7. Damaged
- 8. Faulty
- 9. Other reason...

Items can only be returned in their original condition within 30 days of receipt, please do not return opened items as we will be unable to process a refund. Returns will not be accepted without a Returns Authorization number; please see details on how to return your order below.

How to return to us:

Unfortunately we are unable to offer free returns so all returns are at your own expense.

1. Contact our Customer Service team on 1-800-554-0887 (Mon-Fri 9am - 5pm EST) and ask for a Returns Authorization number
2. Complete the above form and place inside your parcel
3. Reseal your items well
4. Return to: **Graham & Brown Returns, Ingram Micro, 80 Micro Dr, Jonestown, PA 17038**

The goods will be deemed returned when received by Graham & Brown, and we will issue a refund as soon as possible.