

# Living Spaces Return Form

Living Spaces is committed to ensuring an excellent shopping experience. If you're not satisfied with your purchase, please follow the instructions below.



## Return Guidelines

- Returns must be made within 7 days of receipt of the item(s)
- Living Spaces does not offer exchanges
- Shipping charges are non-refundable
- Customer(s) is responsible for shipment to Living Spaces.
- Customer must contact Guest Services at 877.266.7033 for damaged/defective items

A return authorization number must be obtained from a Guest Services team member to process and receive credit for returned items.

RMA#:

### 1 Call our Guest Services Team

Call us at 877.266.7300 (Mon – Sun 9AM-9PM PST). A Guest Services team member will provide you with the RMA# you need to process the return. Please have the Sales Order number from your receipt ready.

### 2 Complete this Form

Complete the information and be sure to include your RMA#.

### 3 Repack Merchandise

Carefully package the merchandise in its original packaging, if available. Enclose the completed Return Form. Keep the original packing slip for your records.

### 4 Ship Item

You can return the item(s) to any Living Spaces location. Visit [www.LivingSpaces.com/stores](http://www.LivingSpaces.com/stores) to locate the nearest store to you. Alternatively, you can ship the item(s) to specific Living Spaces parcel return locations. See second page for a list of authorized return shipping locations. You will be responsible for all shipping charges. When shipping item(s) we recommend using a parcel service with a tracking feature and reference the RMA# on the shipping label.

Description	Return Qty	Reason Code	If Not performing as Expected, Describe Issue
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

#### Return Reason Codes

101 Don't want /changed mind  
102 Not performing as expected

103 Received wrong item  
104 Ordered wrong item

105 Dissatisfied with quality  
106 Wrong size

Name

Sales Order #

Address

Email

Phone

# Living Spaces Return Form

## Return FAQ's

### **I don't like this item. Can I exchange it?**

We don't offer exchanges. However, we do offer a refund within 7 days. Shipping is at the customer's expense.

### **How should I pack the rug for shipment?**

Ideally, you would use the bag that the rug came in. When you roll up the rug, make sure to roll it so that it is as long as possible. Packing it this way will result in the lowest shipping price through UPS.

### **How can I track my return?**

Please use a parcel service that offers a tracking feature and keep the tracking number when you send back your returned item. We'll use that to identify where in the return process your items are.

### **How long does it take to get a refund?**

Once we receive and inspect the item, your refund within 48 hours. We will issue the refund to the same method of payment that was used in the original purchase. Refunds by credit card will post to your account within 3-5 business days.

### **Can I return the item to a Living Spaces location?**

Yes. You can return your item(s) to any Living Spaces location. You must obtain an RMA# from our Guest Services team at 877.266. 7300 before doing so. You can find your nearest Living Spaces location at [www.LivingSpaces.com/stores](http://www.LivingSpaces.com/stores).

## Authorized Return Shipping Locations

### **La Mirada**

14501 Artesia Blvd La Mirada, CA 90638

### **Van Nuys at "The Plant"**

14400 Arminta St Panorama City, CA 91402

### **Fremont**

49088 Fremont Blvd Fremont, CA 94537

### **Rancho Cucamonga**

12649 Foothill Blvd Rancho Cucamonga, CA 91739

### **Phoenix**

6600 W Latham St Phoenix, AZ 85043

### **Pflugerville**

19024 N. Heatherwilde Pflugerville, TX 78660

### **Grand Prairie**

1514 Arkansas Ln Grand Prairie, TX 75051