Brookstone® Return Policy

Merchandise may be returned with original receipt within 30 days of purchase for a refund or within 60 days for a merchandise credit or exchange. We will not accept any returns without a receipt. Returned products must be in new condition, be in original packaging and include all original parts.

Please retain this packing slip. It is your receipt.

After 60 days, please refer to original manufacturer's warranty for service issues. Brookstone/OSIM-branded products are backed by a one-year limited warranty.

For reasons of consumer protection and health codes, certain personal care products, for example, sleep pillows, toothbrushes and razors, may not be returned. Some exceptions may apply.

Return of some larger items may be subject to a restocking fee unless prohibited by State Law.

Any product that has been misused or that shows signs of extensive use, may not be returned or exchanged. Brookstone® reserves the right to modify its return and exchange policy. Visit Brookstone.com or call Brookstone® Customer Service at 800.846.3000 for full return policy details.

INSTRUCTIONS **IF YOU NEED TO RETURN MERCHANDISE, PLEASE FOLLOW THESE STEPS:**

1. Please call Customer Service at 1-800-846-3000 for a Return Merchandise Authorization.
   IMPORTANT: Returning a product not in resalable condition and/or without a Return Merchandise Authorization risks forfeiture of product.
2. Complete the form below and enclose it with your returned merchandise.
3. Help us improve service and quality by noting your reason for return.
4. Be sure you have enclosed your sales receipt. .
5. Cut out the return label below and affix it to the outside of your box and return through any UPS shipper or by insured mail.

DESIRED ACTION Please check appropriate box.

- ❑ Please replace ❑ Please exchange
- ❑ Please refund (by method of payment)
- ❑ Other (Please explain) _____

REASON FOR RETURN Please note appropriate code for each item returned.

1. Wrong size
2. Wrong item or quantity
3. Did not meet needs
4. Not as described
5. Missing parts
6. Damaged in shipment
7. Quality not as expected (describe) _____
8. Defective (describe) _____
9. Other (describe) _____

RETURNED ITEMS Please fill in reason, quantity, item number and description of item(s) being returned.

REASON	QTY.	ITEM NO.	DESCRIPTION

EXCHANGE FOR

QTY.	ITEM NO.	DESCRIPTION

PAYMENT Please check form of payment for additional items or difference in price of exchanged item(s).

❑ Check enclosed ❑ Visa ❑ MasterCard ❑ American Express ❑ Other _____

Exp. Date _____ Signature _____

From: _____

_____

_____

Please add correct postage.

Brookstone® Company
Returns Department
1611 Bassford Drive
Mexico, MO 65265