

RETURNS/ EXCHANGE POLICY

At Chilom we want you to be satisfied with your purchase. If in the unlikely event you are unhappy, you may return your purchase within 30 days of receipt. Evidence of the receipt date will be required for your claim to be processed.

Please note below how to go about returning an item(s).

1. If you decide to return an item(s), please visit our website at www.restontheword.com and download our **Return for Credit Authorization form**, complete and return to customer.service@restontheword.com or call us at 1(954) 640-8252 for more assistance.

2. We will gladly provide a credit, or exchange for merchandise. The credit will be reflected on your next Chilom order, while an exchange must follow the below requirements.

A) Upon completing and returning our Return or Exchange Authorization form, you will receive more detailed instructions of where to ship the product and what to include in the shipment.

B) Distributors and retailers will be responsible for ensuring merchandise arrives back in good condition and for the cost of shipping the product back to Chilom, using a carrier that supplies tracking information.

3. All returns are subject to review and approval by management.



RestOnTheWord
C o l l e c t i o n s