

MARIPOSA®

OUR WORLD IS STILL MADE BY HAND®

RETURNS

If you are not completely satisfied you may return or exchange unused, undamaged merchandise in the original packaging, within 45 days, for a full refund, less shipping charges. Refund will be credited to original method of payment unless otherwise noted on the Return Processing Form.

Items purchased from a third-party retailer cannot be returned to Mariposa. In addition all sale, personalized, custom or otherwise special order pieces are considered final sale and are not eligible for refunds or exchanges.

To return an item, include the order receipt and a completed Return Processing Form. For your convenience a UPS return label is included. If you choose to use this label a return shipping charge equivalent to your initial shipping charge will be deducted from your refund.

Please view the shipping table below to calculate the return shipping charge.

Merchandise Total	UPS Ground Shipping Charge
Up to \$100	\$9.95
\$100.01 - \$200.00	\$12.95
200.01 - \$300	\$15.95
More than \$300	\$19.95

If you choose to ship your return via an alternate method you will be solely responsible for the charges. Please email Customer Service at customerservice@mariposa.com to obtain a Return Authorization (RA). RA numbers must be written on the outside of the package. Packages without a valid Mariposa UPS return label or RA number will be refused and returned to you.

Returns must be packed well; we recommend using the original packing material or comparable material and insuring the return. Mariposa is not responsible for items damaged or lost in transit.

Send returns to: Mariposa Returns, 48R Blackburn Circle, Gloucester, MA 01930

If you need to return a gift, or have lost your receipt, email Customer Service at customerservice@mariposa.com to obtain an RA number. In most cases you will be eligible to exchange merchandise without a receipt for an item of equal or lesser value. Please note, if your gift was purchased from a third party retailer we are unable to accept your return.

If you receive a damaged item, please contact Customer Service at customerservice@mariposa.com. Depending on the nature of the damage, you will either need to return the item or safely dispose of it. Mariposa will ship you a replacement or allow you to exchange the item for one of equal or lesser value. You will not be charged for return or replacement shipping.

For additional questions related to returns visit www.mariposa.com/shipping-returns/ or contact Customer Service at customerservice@mariposa.com or at 800.788.1304 between 9 a.m. and 5 p.m., EST, Monday-Friday.



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RETURNS PROCESSING FORM

Please complete the appropriate information below, then package the form with your return shipment. Contact Customer Service at customerservice@mariposa.com or 800.788.1304 with questions.

Name: _____ Order Number: _____

Address: _____

City/State/Zip: _____ Phone: _____

Email Address: _____

Please select one of the following options:

- Exchange for another item(s).*
- Reimburse my original method of payment.

Returns: Please indicate the item(s) you are returning, including a reason code.

Reason Code	Item #	Quantity	Item Name	Price	Total Price

01 Not as described	06 Damaged in transit
02 Not as pictured	07 Better price available
03 Quality unsatisfactory	08 Wrong item shipped
04 Finish unacceptable	09 Did not like
05 Defective	10 Accidental order/changed mind

Exchanges: Please indicate the new item(s) you would like sent to you. (Items must be of equal or lesser value. If they exceed the value of your return you will need to provide your credit card information.)

Item #	Quantity	Item Name	Price	Total Price

If the total order of your exchange exceeds the value of your return, please provide a method of payment (select one):

VISA® MasterCard® American Express®

Card Number: _____ Exp. Date (MM/YY): _____

Name on Card: _____ Signature: _____