



Beverage Factory.com

BeverageFactory.com
Returns Department
8510 Miralani Drive
San Diego, CA 92126
800-710-9939

Return & Exchange Form

Contact Beverage Factory Customer Service at support@beveragefactory.com

or call 1-800-710-9939 Monday through Friday 7am-4pm PST

For all damaged shipments, wrong items, missing items & defects: Please contact Customer Service immediately. We are happy to assist you.

Return/Exchange Instructions:

1. Fully complete the information on this form. Be sure to indicate refund or exchange.
2. You may re-use the original shipping box and packaging material to secure the items you are returning. Make sure to remove the original label from the package.
3. A return label has been included to ship back your product. A shipping fee will be withheld from your refund amount.
4. A confirmation email will be sent to the email on file once your return has been processed.
5. For all refunds, it may take up to 30 days depending on your credit card company.

Originally Purchased By:

Last Name: _____ First Name: _____ Order Number: _____

Shipping Address: _____ City: _____

State: _____ Zip Code: _____ Phone Number: _____ Email Address: _____

Reason for Return: _____

Payment Authorization: Refunds will be issued to your original payment method. Please sign below to confirm your authorization to charge your card if your exchange results in a charge.

I, _____, hereby authorize Beveragefactory.com to charge my credit card for the difference in price from my original order.

Return/Exchange (Circle One)	Qty	Return Item Number	Item Description	Exchange for Item Number	Exchange Item Description
Return/Exchange					
Return/Exchange					
Return/Exchange					
Return/Exchange					

Returns/Exchanges Policy : We accept returns for items within the first 30 days of receiving your merchandise. You may return it for a prompt merchandise exchange, credit, or refund within 30 days of receiving your order as long as all merchandise is returned in new condition (unused and in original factory condition), with all original boxes (including all packaging materials), documentation, instructions, and accessories. All returns are subject to our inspection and approval. Personalized and custom items, and shipping and handling charges are non-refundable, and return shipping charges are the sole responsibility of the purchaser. We reserve the right to deny a full refund of the purchase price if the product is not returned in this manner. Items that are returned damaged or without proper packaging materials are subject to a 15% restocking fee. For all returns and cancellations that "shipped free" a shipping charge equal to the cost of the round trip of the shipment will be withheld from the refund. It is important to save all packaging and not destroy boxes in case of a return.