



## Return Policy

*Thank you for your order!*

Items purchased at [sweetgrassfibers.com](http://sweetgrassfibers.com) are returnable within 30 days of receipt as long as they are in new, unworn/unwashed condition and still have the original tags and packaging. Any damages must be reported within 30 days of purchase for a full refund and/or replacement.

*Sales purchased from the bargain bin section of our site are final and are not returnable.*

### RETURNS FOR ITEMS PURCHASED FROM A RETAILER OTHER THAN SWEETGRASSFIBERS.COM

If you purchased your items from one of our retailers, please contact the retailer directly for their return policy. At this time, we cannot accept returns for items purchased from a retailer.

### RETURNS FOR ITEMS PURCHASED FROM SWEETGRASSFIBERS.COM

1. On the back of this form, please fill in: bill-to name, order number, and item number/description your are returning. Please also indicate the return reason code.
2. For exchanges, please fill in the section for new items you'd like shipped to you. We recommend you check our website for availability of the items you want to receive. Please update your address if you need your new order shipped to an alternate address. Include payment information for items of greater value. Sweetgrass will not charge you shipping for your first exchange.
3. Be sure to include this form in the package you send back to us.  
Please mail your return package to:

**Sweetgrass**  
**Attn: Returns**  
**P.O. Box 1301**  
**Ashland, OR 97520**

For your protection, we recommend you return all items insured with delivery confirmation. Sweetgrass is not responsible for packages not received if a tracking number is not provided. Returns and exchanges must be returned prepaid; we cannot accept C.O.D. deliveries.

Once the original item(s) are received at Sweetgrass, you will receive a credit in the amount that you paid (this excludes shipping costs). Please allow 2-3 weeks for Sweetgrass to refund your credit card upon receipt. We will notify you via email when we refund your card. Gift orders are eligible for exchange only.

If you would like help with an exchange, return or new purchase, please call us at (877) 391-8936 or email us at [customerservice@sweetgrassfibers.com](mailto:customerservice@sweetgrassfibers.com).



## Customer Return/Exchange Form

Date \_\_\_\_\_

Bill To Name \_\_\_\_\_ Order # \_\_\_\_\_

Daytime Phone# \_\_\_\_\_ email \_\_\_\_\_

### RETURNS

Please check here if you've received this item as a gift.

Item #	Description	Color	Size	Qty.	Price	Return Code

### Return Reason Codes:

- |                       |                          |               |
|-----------------------|--------------------------|---------------|
| 1 Item is too big     | 5 Ordered multiple sizes | 9 Other _____ |
| 2 Item is too small   | 6 Damaged in shipping    |               |
| 3 Do not like color   | 7 Construction flaw      |               |
| 4 Do not like styling | 8 Shipping error         |               |

### REPLACE/EXCHANGE WITH

Item #	Description	Color	Size	Qty.	Price
REPLACEMENT/EXCHANGE TOTAL					
RETURNS TOTAL					
TOTAL					

(DOES NOT INCLUDE SHIPPING FEES)

PAYMENT (if exchange value is greater than original item, please charge my card as follows):

NAME ON CARD \_\_\_\_\_

CARD # \_\_\_\_\_ EXP DATE \_\_\_\_\_ 3 DIGIT SECURITY CODE \_\_\_\_\_

BILL TO ADDRESS (if different from original order)

SHIP TO ADDRESS (if different from original order):

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_