RETURN AND EXCHANGE FORM

Your satisfaction is important to us. Also, in order to avoid any ambiguity, we ask that you please fill out this return or exchange form so we may process your request as quickly as possible. Once the form has been completed, please insert it in the item to be exchanged or returned (the largest item if there are more than one) accompanied by a copy of the original invoice. We would like to remind you that you have a maximum delay of 15 days, following the reception of the merchandise at your home, to express your intention of returning it to us or to exchange it.

Procedures to follow:

- Send the merchandise back to us in its original packaging in order to properly protect it during transportation. Merchandise must be in perfect condition and unused.
- Label our address on the outside of the package, making sure it is legible:

RECEIVER: **J.P. Grimard inc.**
177, Beaubien Street East
Montreal, Quebec, Canada H2S 1R3

- Send the package by courier or mail at your convenience. Shipping and handling fees as well as insurance fees, if any, shall be covered by the consumer and cannot be refunded, with the exception of an item that was damaged before it was received or if we are responsible for a delivery sent to you by mistake.

ONCE THE MERCHANDISE AND THE RETURN OR EXCHANGE FORM ARE RECEIVED, WE SHALL LOOK INTO YOUR REQUEST AS SOON AS POSSIBLE (ONE TO TWO BUSINESS DAYS). WE WILL COMMUNICATE WITH YOU REGARDING THIS.

Depending on where you are located, you must foresee a delay of 3 to 12 days before receiving your item or items requested in exchange (please see our Delivery section)

ITEM(S) RETURNED

- ☐ **I wish to be refunded for the following item(s) and do not want an exchange in return.**
- ☐ **I wish to exchange the following merchandise and allow you to proceed with the required adjustments to be made in the amount which is to be credited or invoiced, depending on the case.**

Product number	Description	Date of purchase	Invoice number:
_____	_____	_____	_____
_____	_____	_____	_____

ITEM(S) REQUESTED IN EXCHANGE

Product number	Description	Price
_____	_____	_____$
_____	_____	_____$

Reason(s) for return: _____

Name, first name: _____
Method of payment: Master Card ☐ Visa ☐
Credit card number: _____
Telephone (day): area code: (_____) _____ --_____
Telephone (evening): area code: (_____) _____ --_____

In the case of a refund, you must foresee one to two billing cycles (regular delay) before the credit appears on your monthly statement. www.jpgrimard.com / shopping@jpgrimard.com