



Paper.com
199 Elm Street
New Canaan, CT 06840
Tel: (203) 652-2500
Fax: (203) 286-2592

RETURN MERCHANDISE AUTHORIZATION REQUEST FORM

To request a Return Merchandise Authorization (RMA) number please complete this form (signature required) and fax it to (203) 286-2592. Paper.com's RMA department will issue a RMA number based on the information contained in this form. Notification of the RMA number will then be faxed to the fax number or emailed to the address you provided.

Please print all fields

Company Name _____ Contact _____
 Phone Number _____ Fax Number _____
 Email Address _____ Order Date _____
 Order Number _____ Tracking Number of Returned Item _____
 Was the Packaged opened? _____ Method of Return (FedEx, UPS,) _____
 Date Returned _____

Please send the RMA number to:

Email Address Fax Number

Item Description:

SKU Number:

Reason for Return:

- | | | |
|---|--|--|
| <input type="checkbox"/> Wrong Item Shipped | <input type="checkbox"/> Shipping Damage | <input type="checkbox"/> Did not like color |
| <input type="checkbox"/> Damaged | <input type="checkbox"/> Price too high | <input type="checkbox"/> Ordered wrong product |
| <input type="checkbox"/> Not as Described | <input type="checkbox"/> Defective | <input type="checkbox"/> Did not like |
| <input type="checkbox"/> Arrived Late | <input type="checkbox"/> Did not perform as expected | <input type="checkbox"/> Not as pictured |

Other:

Action Requested: Replacement Refund

Print Name _____
 Signature _____
 Date _____

NOTE –

**Please review attached Return policy statement to ensure your request will be accepted.
 The Return Policy is posted on Paper.com.**

Paper.com Product Return Policy

1. Return Merchandise Authorization form must be fill out and faxed to Paper.com at 203- 286-2592 within five (5) day after the customer receives item.
2. Paper.com Customer Service Team will determine if the order qualifies for return.
3. Customer will be notified within 24 Hours as to the status of their return.
4. The party responsible for the return will be responsible for shipping fees associated with the returned item.
5. If the item is returned due to a problem on behalf of the warehouse, Paper.com Customer Service will request a Call Tag be issued, and will have the warehouse schedule pick up of the item from the customer.
6. If the item is returned due to customer ordering error, the customer is to return the item to the shipper of origin at their expense.
7. When Paper.com has received confirmation that the item has been received at the warehouse a refund will be issued to the customer via the method used for the original purchase
8. The Customer will be notified via fax or email when their refund has been issued.