



## Authorization for Return

RA# \_\_\_\_\_

This form is invalid without pre-approved Return Authorization number and customer information.

To return an item for an exchange, please follow the steps listed below:

1. Print out this page.
2. E-mail us for a Return Authorization number at [info@charmsstory.com](mailto:info@charmsstory.com) with the subject header "Return Authorization".
3. In the body of your e-mail, please include your original invoice number, full name, and telephone number.
4. Once you have an RA number, write the number in the appropriate space on this form, as well as on the package next to the shipping label.
5. Complete the rest of this form.
6. Enclose the completed form in the package and ship it to:

**Charms Story**  
**2835 Sierra Grande**  
**Pasadena CA 91107-3448**

If you have any questions or comments, please e-mail us at [info@charmsstory.com](mailto:info@charmsstory.com). Thank you for your business and we hope we can continue to serve you in the future.

### CUSTOMER INFORMATION

Name: \_\_\_\_\_ E-mail address: \_\_\_\_\_

Street address \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Postal Code: \_\_\_\_\_

### PRODUCT INFORMATION

**Pugster, Inc. cannot guarantee proper processing of a return without this information.**

Please provide item number (available on your invoice) and description:

### REASON FOR RETURN

Item was broken when I received it

Other (please describe below):