

## Return and Exchange Form

Please type in the appropriate information below, then print this form.  
(Or you may print the form and complete it by hand.)

**Have Any Questions?**  
Please call us at 800-221-4221.

### Step 1 Original Order # (If available): \_\_\_\_\_

**Originally Purchased by:**  Address Change

Name: \_\_\_\_\_

Address: \_\_\_\_\_

(City) \_\_\_\_\_ (State) \_\_\_\_\_ (Zip) \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_  
(Daytime) (Evening)

Email Address: \_\_\_\_\_

**Send Refund or Exchange to:** (If different from left)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

(City) \_\_\_\_\_ (State) \_\_\_\_\_ (Zip) \_\_\_\_\_

Phone: (\_\_\_\_\_) \_\_\_\_\_ (\_\_\_\_\_) \_\_\_\_\_  
(Daytime) (Evening)

Email Address: \_\_\_\_\_

**Please select one of the following options:**

- Exchange for another item(s).
- Reimburse my original method of payment. (Gift recipients who select this option will receive a refund check.)
- Send a gift card to (select one): \_\_ buyer \_\_ gift recipient

### Step 2—Returns

In the form below please indicate the item(s) you are returning, including a reason code.

Reason Code	Item #	Color	Size	Quantity	Item Name	Price	Total Price
23	KK23456	Navy	8	1	Example Item Only	59.00	59.00

Reason Code	Quality	Satisfaction	Performance/Service	Catalog			
01	Quality unsatisfactory	31	Did not like styling	11	Care instructions failed	21	Too small
02	Defective construction	32	Did not like fabric	12	Did not perform as expected	22	Too large
03	Finish unacceptable	33	Did not like color	51	Shipping damage	23	Ordered wrong size
04	Difficult to assemble	34	Price too high	52	Wrong item shipped	41	Not as described
						42	Not as pictured

### Step 3—Exchanges

Note: You do not need to fill out the form below if you use our QuickExchange™ by phone option.  
For US exchanges, L.L.Bean will waive the cost of regular shipping on your new item.

Item	Style	Color Choice		Size	Sleeve Length & Inseam	Description	Monogramming		Qty.	Unit Price	Total
		1st	2nd				Characters	Style			
LH12345	Plain	Tan	Olive	8		Example Item Only	Amanda		1	49.95	49.95

### Step 4

**Method of Payment:**

If the total of your exchange or new order exceeds the value of your return, please provide a method of payment.

- Credit Card
- Check or Money Order enclosed
- Gift Card, Gift Certificate or L.L.Bean Visa Coupon Dollars.  
Enter # below. (for Gift Cards, please include PIN).

**Credit Card Information:**

- L.L.Bean® Visa®
- VISA
- MasterCard®
- American Express
- JCB Card™
- Discover®/Novus® Cards

Card Number: \_\_\_\_\_ Exp. Date \_\_\_\_\_

Signature: \_\_\_\_\_