



**Luna Bazaar**  
**35 Frost Street**  
**Brattleboro, VT 05301**  
 Attn: Returns

**Customer Service:** 1-800-223-1106  
**Email:** customerservice@lunabazaar.com

**Our Return Policy:**

We are committed to offering you the very best craftsmanship, quality, and service. If you are not satisfied with an item you may return it **within 90 days** for a refund of the merchandise amount, provided the item is unused and with all its original interior packaging intact. However, clearance and sale items are not returnable. We are unable to accept returns of items that come in sealed, clear packaging that have been **opened** (i.e. lanterns, paper daisies, etc.). Shipping, rush processing, and express shipping charges are all non-refundable. Please note that many of our items are hand-made and hand-painted, and therefore minor artistic variations in the design and or color are natural and to be expected.

**If you receive a defective, damaged or incorrect item please contact us by telephone or email within three business days of receiving your order. Please do not return a defective or damaged item without first speaking to a customer service representative.**

Please complete the returns form and tell us the reason for your return so we can continue to uphold our standards.

- To expedite your refund, please include a copy of your packing slip. Feel free to add any comments about our products or service.
- Please carefully pack your item(s). Feel free to use any type of box or shipping pack of your choosing to return items to us. We cannot issue refunds for damaged due to poor packaging of a return.
- Login to your account. Click on the “Returns on the Web” icon with the UPS shield and print out your free return label (applies to shipments from within the contiguous 48 states; does not apply to oversized items i.e. 30” lanterns or larger). You can also find your nearest UPS drop off location and get directions! You will receive an electronic receipt so you can track the progress of your return.
- If you are sending a return and are outside the contiguous 48 states or have an oversized item (i.e. 30” lantern or larger) please fill out the return form, prepay the postage and return to the above address.
- Most refunds are completed within two business days from the day that we receive your return.

**Returns Form – Please Complete**

<b>Original Order #</b> (Please fill out if no packing slip is included) _____  <b>Originally Purchased by:</b>  Name: _____  Address: _____  _____  (City)                      (State)      (Zip Code)  Daytime Phone: (____) _____  Email Address: _____	Item Description	Item #	Price	QTY	Reason Code

**Reason Codes:** |01: Size |02: Ordered wrong item/color |03: Not as described/pictured |04\*: Wrong item /color shipped |05\*: Damaged |06: Changed mind |07: Did not like |08: Gift |09: Already have |10: Other:

\*If you receive a damaged, defective or incorrect item please contact a customer service representative before returning.