



RETURN MERCHANDISE AUTHORIZATION FORM

Complete entire form & fax to 972-387-0436 or scan & email to customerservice@loloirugs.com.

CONTACT

TEL 972.503.5656
FAX 972.387.0436
customerservice@loloirugs.com

HEADQUARTERS

4501 SPRING VALLEY RD
DALLAS, TX 75244

Step 1: Provide Account Information

Company Name* _____

Email* _____ Customer ID* _____

Loloi Invoice# or Customer PO#* _____

Replacement PO (optional) _____

Step 2: List the items you're returning & tell us if you want a replacement.

Qty	SKU (Ex. Brighton BT-09 Green)	Size	Date Received	Replacement	Reason

Reason for Return

A. damaged B. defective C. dissatisfied D. color not as pictured E. arrived late F. ordered wrong product

Additional Comments _____

Example



Step 3: Follow the return instructions

Please do not ship any item(s) back to Loloi until you have received an RMA #. Ensure the items are securely wrapped in plastic with the RMA# we provide you clearly visible on the outside of the package. If the rug is damaged during return transit because of poor re-packaging it will not be accepted for credit.

Loloi's shipping address:
4435 Spring Valley Rd.
Dallas, Texas 75244

Step 4: Submit pictures if you're claiming damages or defects.

If you're claiming the items are damaged, defective, or inaccurately colored please submit at least 1 picture of each item to customerservice@loloirugs.com so we may issue you a call tag and waive the restocking fee.

Step 5: Provide your signature adhering to our 30-Day Return Policy

Loloi Rugs accepts returns within 30 days of delivery. If upon return Loloi Rugs determines the damage or defect is due to usage, the customer will be responsible for the cost of the rug plus all shipping charges. There is a 20% restocking fee on all returns of non-defective products.

Name* _____ Title* _____

Signature* _____ Date* _____