



**7756 Main Street, Fabius  
New York 13063  
315-683-5606  
Info@villagewroughtiron.com**

### **RETURN MERCHANDISE AUTHORIZATION**

All products being returned must be returned within 30 days of when the order was shipped out from our facility and have a RMA Number (Return Merchandise Authorization Number). You will need the following information when requesting a RMA Number.

- Original Purchase Order Number
- The Customer's Ship To Name
- Reason For Return
- Product Being Returned And The Quantity

Please email this information to: [Info@villagewroughtiron.com](mailto:Info@villagewroughtiron.com)

When we reply with the **Return Merchandise Authorization (RMA)** number, please be sure to have this number listed on the outside of the package/box preferably on the label. Returns must be sent to:

Distribution Center  
Attn: (Put the RMA# in this area)  
7756 Main Street  
Fabius, NY 13063

### **Returns By Mail**

We do not issue prepaid return labels. All returns must be in their original carton with all packing material intact. All returns must be sent freight prepaid by the customer and insured. Drop Ship Accounts, you or your customer are responsible to pack the return product securely so that it is not damaged in the return to us. If the product is received by our shipping department damaged, you will not be refunded for the product return. If you insured your package for the return to us and it is damaged, you will need to process the claim for reimbursement.

We will credit your account within 14 to 21 business days (for the product cost only) once we have received the product in our warehouse damage free.