



RETURN FORM

(Please complete and include with your return)

Order Number: _____

Name: _____

Date of Purchase: ___ / ___ /20___

Where Purchase was made:

Product Name: _____

Reason for Return (Choose one):

- | | |
|---|--|
| <input type="checkbox"/> Accidental order | <input type="checkbox"/> Different from what was ordered |
| <input type="checkbox"/> Better price available | <input type="checkbox"/> Defective/Does not work properly |
| <input type="checkbox"/> The shipping box is damaged | <input type="checkbox"/> Arrived in addition to what was ordered |
| <input type="checkbox"/> The Item is damaged | <input type="checkbox"/> No longer needed/wanted |
| <input type="checkbox"/> Missed estimated delivery date | <input type="checkbox"/> Unauthorized purchase |
| <input type="checkbox"/> Missing parts or accessories | <input type="checkbox"/> Different from website description |
| <input type="checkbox"/> Other _____ | |

RETURN POLICY

We are confident you will be happy with your purchase. We want you to have a good experience and are eager to address any concerns as quickly as possible. Most issues can be resolved with a call to our friendly staff at **800-692-6724**. If you feel you need to return an item, we have detailed guidelines, which protect us from misuse of our liberal return policy, so that we can offer our products at reasonable prices.

30 Day Returns (No Questions Asked)

- Request must be made within 30 days
- Please include a completed return form (above) with the product to identify your return
- Any appliances must still be in new or slightly used condition*, once the item is received, a refund will be processed
- Contact us at support@lchef.com or 800-692-6724 to receive a return shipping label.

60 day returns

- Request must be made within 60 days
- Please include a completed return form (above) with the product to identify your return
- A 15% restocking fee will be applied if the product has been opened
- Any appliances must still be in new or slightly used condition*, once the item is received, a refund will be processed
- You will need to cover the return shipping to:

ES MEDIA
ATTN: L'Chef
720 Gladiola St. Suite D
Salt Lake City, UT 84104

Missing Parts

A re-stocking fee will be assigned if parts are missing. The fee will be equal to the value of missing parts.

Holiday Shopping

Items purchased between November 1st, and December 31st, may be returned until January 31st giving you, or your loved ones, plenty of time to return a gift.

Warranty

We stand by our products and repair them ourselves. For warranty questions please speak with a specialist who uses and repairs our machines at 800-692-6724.

*Abuse or excessive wear and tear

We retain the right to refuse a return or charge an additional restocking fee if there is obvious damage that could not reasonably be caused by normal use. This does not apply to carrier damaged packaging or products. Don't worry, this policy won't affect you unless there is obvious abuse.

Questions? Concerns?

Feel free to call us at 800-692-6724