



Retail Product Exchange Form

Please include this form in shipment

An RA# is required along with the original packing slip or transaction receipt. Packages received without this documentation will not be processed. Please email customerservice@heathceramics.com to receive an RA#.

Items may be exchanged or returned for store credit. Please allow 2-4 weeks for processing. Credits are emailed with a gift card code to apply during checkout. If additional payment is required for an exchange, you will be contacted for credit card information. Heath is not responsible for breakage on return shipments.

Ship to: **Returns/Exchanges**
Heath Ceramics LTD
1890 Bryant St. Suite 101
San Francisco, CA 94110

Please ship UPS or USPS
for best service and write
RA# on top of box, next to
address label.

To contact customer service, email
customerservice@heathceramics.com
or call **415 361 5552 x 12** on
weekdays 8-4 PST.

Packing Slip # or Transaction #	Date Returned	# of Boxes Returned	RA#

Customer Name	
Email	
Phone	
Mailing Address	

EXCHANGE FOR circle one	ITEM NAME / SKU	ITEM DESCRIPTION	REASON (A-E)	QTY	IF EXCHANGING FOR PRODUCT list product name/SKU, color, qty
PRODUCT or STORE CREDIT					
PRODUCT or STORE CREDIT					
PRODUCT or STORE CREDIT					
PRODUCT or STORE CREDIT					
PRODUCT or STORE CREDIT					

A Prefer a different color

B Prefer a different size

C Received incorrect product

D Ordered wrong item

E Other

SAUSALITO FACTORY & SHOWROOM
400 GATE FIVE RD // SAUSALITO // CA 94965
415 332 3732 x13

SF MARKETPLACE
1 FERRY BLDG // SF // CA 94111
415 399 9284

LA STUDIO & SHOWROOM
7525 BEVERLY BLVD // LA // CA 90036
323 965 0800

SF FACTORY & SHOWROOM
2900 18TH ST // SF // CA 94110
415 361 5552 x13