

FIREFLY FURNISHINGS Web Return Form



Purchaser Information

Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Email Address: _____
Phone Numbers: _____ (day) _____ (evening)

Return Information

Original Order Number: _____

Item(s) Being Returned:

Item _____ Reason Code _____ \$ _____
Item _____ Reason Code _____ \$ _____
Item _____ Reason Code _____ \$ _____

Reason Codes:

01 - Wrong Size 02 - Wrong Color 03 - Didn't like 04 - Didn't match room
05 - Damaged 06 - Didn't like fabric 07 - Other - please describe

Would you like to exchange for another items? _____ yes _____ no

If yes, what item(s) would you like instead?

Item _____ Color / Style _____ \$ _____
Item _____ Color / Style _____ \$ _____
Item _____ Color / Style _____ \$ _____

Credit Card Information (required for returns and exchanges)

Please circle type: Visa MasterCard Discover

Account Number _____ Expiration Date _____
Name on Account _____ Security Code _____

Would you prefer a store credit for later use? _____ Yes, I would prefer store credit.
If yes, a store credit will be mailed to you.

Returns: Your satisfaction is very important to us. If you are not completely satisfied with your purchase, you may return it, for a refund, exchange or store credit within 14 days of receipt. Please complete this form and return it with the unused item(s) in their original packaging via insured mail. When we receive your return, we will issue a credit, exchange or store credit as requested on your return form. Items are not returnable after 14 days or if they have been used.

Please complete this [Return Form](#) and send it, along with your return via insured mail to:

Firefly Furnishings
2445 E. 3rd Avenue, Unit 5
Denver, CO 80206

ATTN: WEB RETURN

Furniture and Custom Orders: Furniture and personalized items are non-returnable as noted in the product descriptions.

Shipping Fees are not refundable.

Sale Items are final.

Damaged Goods: If an item is received damaged, please contact us via email or call (866)936-4569 (GLOW) between 10 a.m. and 6 p.m. (MT) Monday – Friday.

Restocking Fee: Return shipping fees are the responsibility of the customer. Some items which we do not normally stock may incur a 30% re-stocking fee.

If you have any questions, please contact us via email custservice@fireflyfurnishings.com or via phone (866)936-4569 between 10 a.m. and 6 p.m. (MT) Monday - Friday.