



# RETURN & EXCHANGE FORM

At the Field Museum stores you can take advantage of our 60-Day return policy on all our merchandise, with the exclusion of sale items.

If you are not fully satisfied, return it for a full refund minus shipping and handling fees

1400 S Lake Shore Dr, Chicago, IL 60605  
312.665.7686 | [onlinestore@fieldmuseum.org](mailto:onlinestore@fieldmuseum.org)  
store.fieldmuseum.org

To return or exchange item(s) follow the steps below:

Date \_\_\_\_\_

Order # \_\_\_\_\_

**Step 1** Fill out shipping information:

Name _____	E-mail _____
Address _____	Apt _____ City _____
State _____ Zip _____	Country _____ Phone _____

**Step 2** How would you like us to handle your return/exchange?

Refund       Exchange (Please fill out step 4 below)

**Step 3** List item(s) you are returning, including reason for return:

SKU	Qty	Description	Reason

<p><b>Reason for return:</b> (fill in letter above)</p> <ul style="list-style-type: none"> <li>A. Damaged</li> <li>B. Defective</li> <li>C. Disliked</li> <li>D. Wrong size/item</li> <li>E. Other (leave comment)</li> </ul>	<p><b>Additional comments:</b></p> <p>_____</p> <p>_____</p> <p>_____</p>
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**Step 4** List item(s) you want to exchange or replace: (if applying for credit/refund skip this step)

SKU	Qty	Description	Exchange For

**Step 5** Enclose and return:

<p>Enclose the Return Form and a copy of the invoice along with the merchandise in original condition. Send your package prepaid, insurance recommended, to this address:</p>	<p>FIELD MUSEUM STORE 1400 S LAKE SHORE DR CHICAGO IL 60605-2429 US</p>
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