

Canadian Returns Policy

Your Money Back Guarantee

We have guaranteed your satisfaction on all of our products since 1914. If you're not satisfied for any reason, we will exchange the item or refund the merchandise amount only within 60 days of purchase. All merchandise should be returned in like new condition, with original packaging, accessories, parts, instructions, manuals, etc.

Video/Audio/Book Policy

Video VHS/DVD, audio products and books may be exchanged for the same title only.

Instructions

1. Please contact our customer service team at **1-800-303-9928** or e-mail us at **borderfree@jls.com** indicating your order number, the item number and description of the items that you wish to return.
2. Johnson Smith Company will communicate to you the value of your credit. You will be credited for the product value(s) and any related duties and taxes, less the return handling fees for customs and brokerage, if applicable.
3. We will provide you with a Returns Authorization number (RA#) and advise you of the mailing address of our Canadian returns facility. **No returns can be processed without this number.**
4. Carefully pack the items being returned in the original shipping cartons, if possible. Please include a copy of the packing slip that came with your order, the original packaging, accessories, manuals and instructions.
5. Fill out the Request for Return section below and enclose in your return package to us. Please be sure to tell us the reason for your return using the returns codes provided.

DESIRED ACTION	REASON FOR RETURN
RETURNED ITEMS	
RETURNED AUTHORIZATION#	

6. Address the package to our Canadian returns facility and **please be sure to include the Return Authorization Number on the shipping label or package. No returns can be processed without this number.**
7. Take the package to any **FiftyOne** counter and ship to the Canadian address provided. You may wish to insure your package for the full replacement value with **FiftyOne**.
8. Once received at our Canadian returns facility, your package will be forwarded to us in the U.S. and we will process your return or exchange promptly, typically within 10 to 20 business days after the package is sent.
9. Credit card companies vary in the time it takes for a credit to appear on your monthly statement. Please allow one to two billing cycles for the refund to appear on your statement.