



## How To Return A Product To Contour Products, Inc.

We do accept returns on our all our Contour brand products, which are also covered under our one year. In order to request a return we have provided a simple and easy way to do so, all managed from your account when you are logged in.

In order to return any of our products, you will need to request a return number by us, which is done through the website, and can be accessed anytime right from your account. Below you will find an informational how to guide to provide a step by step tutorial on how to accomplish a successful return.

Feel free to contact us with any further questions regarding returns at [customerserv@contourliving.com](mailto:customerserv@contourliving.com), or directly at 1-800-950-0230 ext. 2400 (or feel free to contact us through our online chat messenger). We will be happy to answer any questions you may have for us.

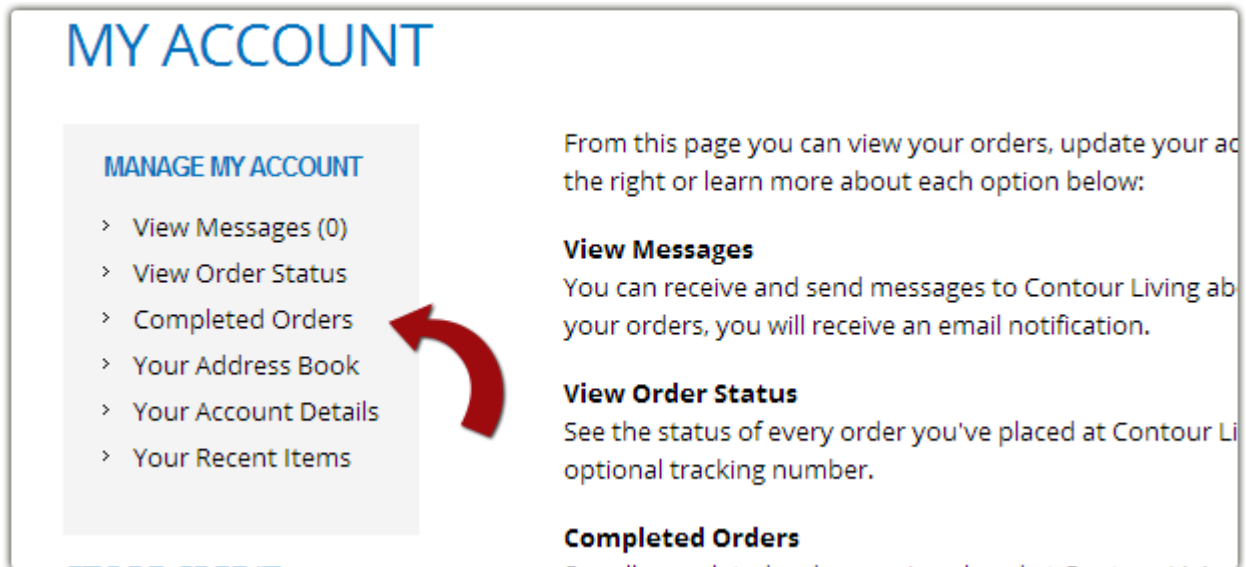
### 1. Log in to your account.

When you placed your order with us, you were asked if you would like to register your information with us and create an account, or checkout as guest. Upon submitting your information, you acquired a log in ( email and password). To access your account go to <https://www.contourliving.com/login.php>

A screenshot of the Contour Living login page. The page has a white background with a light blue border. At the top, the text "SIGN IN TO YOUR ACCOUNT" is displayed in a large, blue, sans-serif font. Below this, there are two input fields. The first is labeled "Email Address:" and the second is labeled "Password:". Both labels are in a bold, black, sans-serif font. Below the input fields, there is a blue button with the text "SIGN IN" in white, and a link that says "Forgot your password?" in a smaller, blue, sans-serif font.

## 2. Click On Completed Orders

Once you are logged in it will take you to your 'My Account' screen. From there you can access messages from us, view your order status' etc. In order to return something to us, you will need to click on Completed Orders.



**MY ACCOUNT**

**MANAGE MY ACCOUNT**

- > View Messages (0)
- > View Order Status
- > **Completed Orders**
- > Your Address Book
- > Your Account Details
- > Your Recent Items

From this page you can view your orders, update your account information, or learn more about each option below:

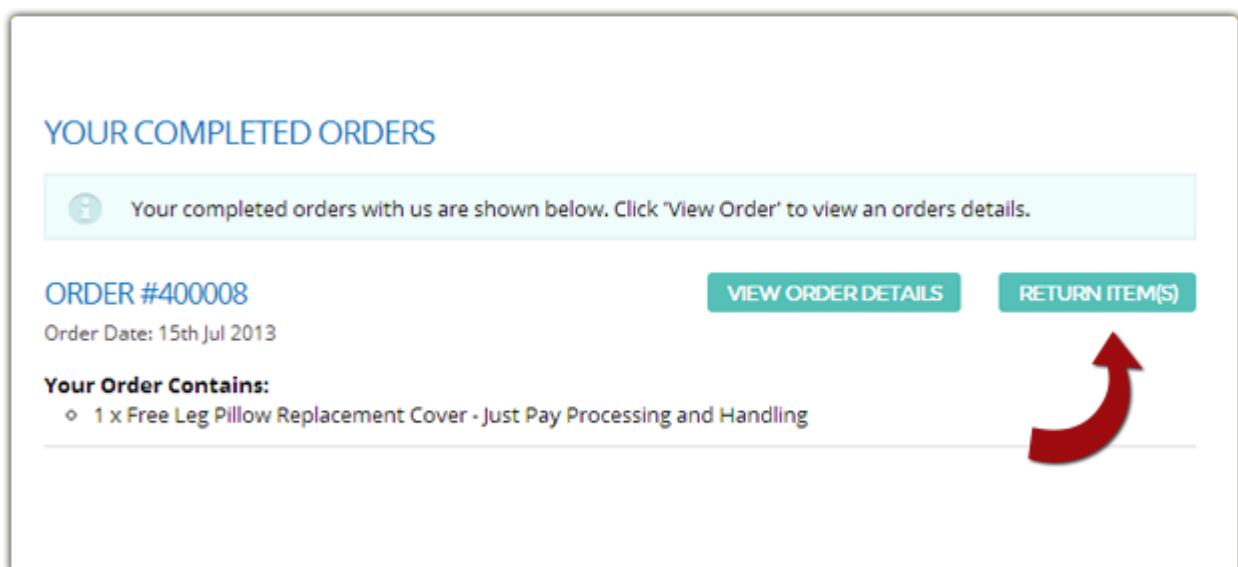
**View Messages**  
You can receive and send messages to Contour Living about your orders, you will receive an email notification.

**View Order Status**  
See the status of every order you've placed at Contour Living, including optional tracking number.

**Completed Orders**

## 3. In Completed Orders, click on Return Item(s) button

Once you have clicked on the Completed Order buttons from the step above, you will be taken to a screen with all your completed orders. In correlation with each order, you will see one button for View Order Details, and one button to Return Item(s). In order to return an item back to us for a refund, you will need to click on the Return Item(s) button on the right hand side of the screen.



**YOUR COMPLETED ORDERS**

Your completed orders with us are shown below. Click 'View Order' to view an order's details.

**ORDER #400008** **VIEW ORDER DETAILS** **RETURN ITEM(S)**

Order Date: 15th Jul 2013

**Your Order Contains:**

- 1 x Free Leg Pillow Replacement Cover - Just Pay Processing and Handling

#### 4. Select Which Items To Return and Fill Out The Form

Once you select Return Item(s) button from above, you will be then taken to a screen that list all your purchases on the account. From there all you have to do is select the product you wish to return, by selection the Quantity of each to return back to us, then filling out the form listed below on the screen.

RETURN ITEM(S) FROM ORDER #400008

WHICH ITEMS DO YOU WANT TO RETURN?

ORDER ITEMS	ITEM PRICE	QTY. TO RETURN
Free Leg Pillow Replacement Cover - Just Pay Processing and Handling	\$7.99	0

WHY ARE YOU RETURNING THESE ITEMS?

\* Return Reason:

Return Action:

Comments:

**SUBMIT RETURN REQUEST**

#### 5. Wait for Response from Contour Living.

Once you submit your return request, a customer service rep will review your account to see if your order is still covered under our return policy, or warranty policy. Once your status has been changed, you will get an email once a decision has been made, including a set of directions you will need return your item ( including where to send it, your RA number etc.) .

RETURN ITEM(S) FROM ORDER #400008

Your return request has been submitted successfully.

Your return request was submitted to Contour Living for processing. When it has been processed you will receive an email with more details.

**RETURN INSTRUCTIONS**

Enclosed is your Return Authorization Number, please place the number, followed by RA on the outside of the package you are sending back to us. This ensures it gets routed to the correct department. Refunds are normally processed same or next day.