L.L.Bean

Canadian Return and Exchange Form

Please type in the appropriate information below, then print this form.
(Or you may print the form and complete it by hand.) In order to expedite your return, please include your order number or receipt with your return.

Ship your return or exchange to:

L.L.Bean Returns
3 Campus Drive
Freeport, ME 04034 USA

Step 1   Original Order # (If available): _____   Estimated Order Date: _____

Originally Purchased by: ☐ Address Change

Name: _____

Address: _____

_____

_____
(City)   (Province)   (Postal Code)

Phone: _____ _____
          (Daytime)   (Evening)

Email Address: _____

Send Refund or Exchange to: (If different from left)

Name: _____

Address: _____

_____

_____
(City)   (Province)   (Postal Code)

Phone: _____ _____
          (Daytime)   (Evening)

Email Address: _____

Prepare and ship your return:

Enclose this return form and use our return shipping label.

We'll refund your original payment when possible (gift recipients will receive a merchandise credit).

Step 2–Returns

Items must be returned within 1 year of purchase date (see our Return Policy for details). Enter a reason code for the item(s) you are returning.

Reason Code	Item #	Color	Size	Quantity	Item Name	Price	Total Price

Reason Codes

| 01 Quality unsatisfactory | 21 Too small | 25 Too short | 33 Did not like color | 52 Wrong item shipped |
| 02 Defective construction | 22 Too large | 31 Did not like style | 36 Too long | |

Step 3–Exchanges

Enter the item(s) you would like to order. To get your item(s) faster or if exchanging a gift, call 800-221-4221 to order. When we ship out your new item, we'll waive the standard shipping fee. **Skip this step if you've already reordered.**

Item	Color Choice	Size	Description	Qty.	Unit Price

If the total of your exchange or new order exceeds the value of your return, we will use the credit card on file or will contact you if no card is available. Please enter your phone number below.

QE ☐

(____) ____ - _____

Please note: If the item was purchased within the last four years, our Canadian customs broker will submit a claim form for duty and taxes to Revenue Canada on your behalf. We will refund the purchase price, plus any duties and tax charges, directly to you.

Our Guarantee

We stand behind all our products and are confident that they will perform as designed. If you are not 100% satisfied with one of our products, you may return it within one year of purchase for a refund. After one year, we will consider any items for return that are defective due to materials or craftsmanship. For details, please refer to our Returns Policy.