

Judaica Specialties Returns and Exchange Form

100% Quality Guarantee: We stand behind our products 100%. Any product not meeting our quality standards can be returned at any time. Additionally, most items may be returned for any reason, within 30 days of receipt, for a refund, credit or exchange.

Return Procedure

1. Please check the main reason for your return in order to expedite your return and improve our services.

Did you change your mind?

- Ordered the wrong item.
- Ordered more than needed.
- Project/Purpose changed or canceled.

Were you disappointed with the product?

- Unhappy with quality for the money.
- Product doesn't appear to be like the picture shown on the webpage.

Did we make a mistake?

- Error in shipping address and/or shipping timeliness.
- We sent wrong item/quantity.
- Product is defective.

2. Call us first at 1-888-277-7897 or 972-208-5956, M-TH, 9-12 CST.

3. Repack the products and send them to us by any traceable or insured carrier that is convenient to you.

Your refund/credit will be applied to your account using the same payment method as the purchase. If you used a credit card, please allow 30-60 days for a credit to appear on your credit statement.

Return Policy

- Products for return must be returned in the condition they arrived; unused and in the original packaging.
- If an item is defective, we will gladly exchange or issue a full refund/credit including shipping costs for that item, at any time.
- Products not defective or damaged and returned after 30 days of receipt will be charged a 15% restocking fee, which will be deducted from the total refund or credit amount. After 30 days of receipt, products will not be accepted for return.
- Any corresponding volume discounts will be deducted from the refund/credit.
- Some products are not eligible for return privileges. Kosher Parchments, head coverings, custom made pieces and personalized items can NOT be returned.

Signature: _____

Address: _____

Order #: _____

Date Purchased: _____

Mail returns to: Judaica Specialties
6724 Creekside Lane
Plano, TX 75023