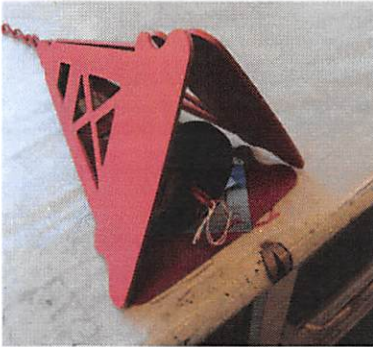


How to repack your North Country Wind Bell® for returns and exchanges

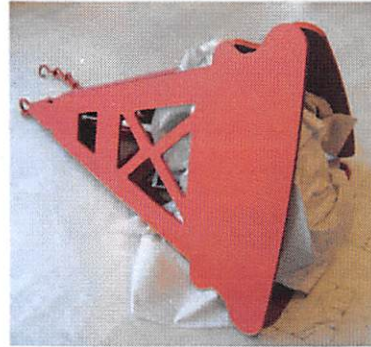
If you are unhappy with the product(s) you ordered, please notify us within 7 days of your order date by calling 877-930-5435 or emailing ncbells@tidewater.net. We will then give you instructions on how to return the product. All returned products must be in saleable condition for refund to be issued. All refunds are pending until final inspection of product is complete. If your return is denied upon receipt, we will ship the product back to you at your cost. If the product was damaged in shipment or defective we will cover shipping costs to return the item.

If the customer needs to exchange an item, they will be responsible for the shipping cost to return the original item. The customer will also be responsible for the cost of shipping the exchanged item back to them.

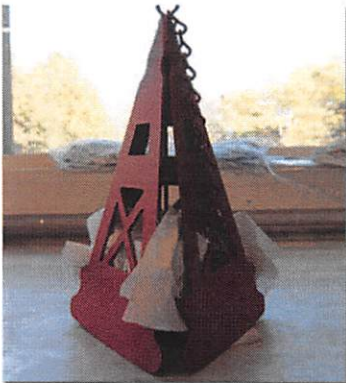
A 25% restocking fee will apply to all returned or exchanged items. This fee will be deducted from the refund total. The reason for this is due to the necessity of the cost of labor and time to re-package the item.



Ensure the Maine Made Tag and the North Country Wind Bells® are tucked inside the bell.



Stuff the inside of the bell with paper. This holds the rod and hammer in place reducing contact during shipping.



Ensure that there is some paper placed in between the three panels. This prevents the panels from banging and rattling during shipping. This is where we see most damage in returns.



Once the bell is in the box, place the wind-catcher back in the exterior envelope. DO NOT put the wind-catcher inside the triangular box with bell, this causes scratching of both bell and catcher.



Place a layer of paper on bottom of shipping box. This adds a layer of cushioning for the bell.



Place bottom of bell near shipping box wall. If you must, add a layer of paper between wall and bell box. Do not place top of bell against wall, this could result in damage to the ring



Ensure that there is a cushioning layer of paper surrounding the bell. This helps prevent much of the damage often seen in returns.



Tape the box well. Remember if the box gets jammed in a machine, tape could be the only thing holding the bell in the box.