

Return authorisation

QUOTE THIS NUMBER
RMA-11627

Issued 14 September 2026. Write it on the outside of the parcel and on this sheet inside it.

Fill in the two blank columns of the ledger below, tick a reason and a condition, then tell us how you would like it settled. Everything must be postmarked on or before **27 September 2026**.

SO-40917	21 August 2026	28 August 2026	27 September 2026	\$450.00
ORDER NUMBER	ORDERED	DELIVERED	POSTMARK ON OR BEFORE	ORDER TOTAL

RETURNED BY
Dana Whitfield
214 Prospect Place, Apartment 2
Brooklyn, NY 11238 · (718) 555-0143
dana.whitfield@proton.me

WHO PAYS THE RETURN POSTAGE
You do, unless we got it wrong. If a piece arrived damaged or we sent the wrong thing we cover the postage and refund anything you have already paid. Otherwise a \$7.50 label can come off the refund, or you may post it back yourself.

1 THE ITEMS YOU ARE SENDING BACK		Write the quantity and the reason number in the two ruled columns			
SKU	ITEM AS SHIPPED	PAID	SHIPPED	RETURNING	REASON NO.
SO-2280	White oak serving board, 18 in Hand-planed, hardwax oil finish	118.00	1		
SO-4415	Linen napkins, set of four Flax · stone-washed · 18 in square	128.00	2		
SO-9902	Turned candlesticks, a pair Black walnut · 9 in and 11 in	92.00	1		
SO-1170	Stoneware mug, 12 oz Ash glaze · thrown in Hudson, NY	112.00	4		

2 WHY IT IS COMING BACK		Tick one of each — or write these numbers in the ledger above	
REASON			CONDITION
☐ 1 Wrong size	☐ 2 Arrived damaged	☐ Unopened	
☐ 3 Not as described	☐ 4 Changed my mind	☐ Opened, unused	
☐ 5 Wrong item sent	☐ 6 Quality not as expected	☐ Used	

3 HOW YOU WOULD LIKE IT SETTLED		Tick one
☐ Refund	To the American Express ending 1006, within five working days of the parcel reaching the returns desk. Say below if you would like the \$7.50 label deducted rather than posting it yourself.	
☐ Exchange	Another size, another finish, or another piece at the same price. It leaves Brooklyn the day your parcel arrives and we pay the postage back to you.	
☐ Store credit	We add ten percent and issue it the day the parcel is scanned by the carrier, before it reaches us. It does not expire and it may be spent in the shop on Third Avenue.	+10%

- 4 PACKING AND POSTING
- Wood and stoneware travel badly — please pack them properly
- 1 Pack. Original carton if you kept it; wrap each piece and fill the corners. This sheet goes in on top.

2 Label. Address it as below, and write **RMA-11627** clearly beneath the address.

3 Post. Any post office or carrier. Keep the receipt — it is your proof of the postmark date.

SEND IT TO	ANYTHING WE SHOULD KNOW
Staple & Oak · Returns Desk 92 Third Avenue Brooklyn, NY 11217	

RECEIVED	INSPECTED BY	CREDIT ISSUED	DISPOSITION · FOR OFFICE USE ONLY
			☐ Restock ☐ Refinish ☐ Seconds ☐ Scrap