



## RETURNS

### HOW DO I CANCEL MY ORDER?

If you would like to cancel or change your order, please call (877) 926-6526 (Line open Mon - Fri from 9:00am - 7:00pm ET) or email us at [customercare.us@greenpan.com](mailto:customercare.us@greenpan.com) as soon as possible. We'll do everything we can to accommodate your request, but please bear in mind that our order-fulfillment and shipping systems are designed to get orders on their way quickly and efficiently. Therefore, we cannot change or cancel an order once it has entered the shipping process, which is typically the same day your order is placed.

### HOW DO I RETURN THE PRODUCT TO YOU?

Consumers may return products within 90 days after receiving. To return an item, please contact us at [customercare.us@greenpan.com](mailto:customercare.us@greenpan.com) for further instructions.

If any defect is identified by our Consumer Services department, we will replace your pan with something of equal or greater value.

### WE LOVE HEARING FROM YOU:

Our Customer Service Telephone Number: (877) 926-6526  
(Line open Mon-Fri 9:00am – 7:00pm ET, voicemail available outside of these times)

Before contacting us, please have your order number ready. When sending us an email, please include your order number, name, and contact details. Your order number can be found in your order confirmation email.