Free Amazon Package Return

To return an item to Amazon at our store, it's easy. But, rather than print off the QR on the website, which only works at The UPS Store (the closest one is in New Braunfels), please do the following:

1. Go to the "**Returns and Orders**" button at the top of the Amazon webpage.
2. Choose item to return and select the reason why from the dropdown menu.
3. Once you see it, click on the "**Return or Replace**" button on the right.
4. Then, the next screen will indicate how you will be refunded, and you click "**Continue**"

Finally, you are at the location where you can print a label to bring into the store or email it to us!

1. On the map, click on **UPS Dropoff Point**.
2. Then, click **Confirm Your Return**.
3. Click on **Print Label and Instructions**.
4. Then, print the label and bring it into the store with your package.
5. If you do not have a printer, select the option to "email copy of label" and select a friend. Email it to JC@chalkmail.com and our staff will print the label when you drop off the package.

Make sure you insert the "Return Authorization Slip" into your package. That helps Amazon in case your mailing label gets damaged.

If you email us the label, we can print it on your behalf. We can also tape your box. If you need it, we have professional packaging services here for any item you need to ship.

What if I have already submitted a return using the QR Code?
This is no problem. Simply log into your Amazon account:

1. Go to the item you are planning to return.
2. Click on View Return/Refund Status
3. Then click on Cancel Return.

Then, follow the steps outlined above to receive the required shipping label.

We accept pre-paid shipping packages for UPS, FedEx and USPS. Carriers pick up Monday - Friday.