



# homedepot.com

1-800-430-3376

Monday - Sunday: 6 am to 2 am ET

## Thank you for your order!

**Ordered By:**

Jonathan Frakes

**Ship To:**

John Frakes  
11102 Albion Dr

Denver, CO 80233  
3035495266

Customer Order #: WN59351031  
Purchase Order #: 43770969  
Date: 05/25/2026  
Ship Via: UPS Ground (Special)

Address Type: Residential

**Message:**

| Model Number | Internet Number | Item Description                       | Qty Shipped |
|--------------|-----------------|--|-------------|
| 331455624    | 331455624       | Cooling Touch 15 in. Full Mattress Pad | 1           |

### Return Policy Basics

For our complete return policy, visit: [https://www.homedepot.com/Return\\_Policy](https://www.homedepot.com/Return_Policy)

- Most merchandise must be returned within 90 days in unused, like-new condition, unless noted in our return policy exceptions on homedepot.com.
- Return all items using the original packaging, if available.
- Refunds will be credited back to the original form of payment within 3-5 business days of carrier pick-up or return in store.
- Expedited shipping costs will not be paid by The Home Depot when returning an item due to general dissatisfaction or buyer's remorse.
- Home Depot return policies apply only to items purchased from The Home Depot (in store or online at homedepot.com). Items purchased from a third-party or marketplace seller, but shipped by The Home Depot, must be returned to the selling party in accordance with their return policies. For more information, refer to our return policy exceptions on homedepot.com.

### Options To Return

**A Take it to your nearest Home Depot Store.**

Bring your shipping confirmation email or packing slip containing the Customer Order number and the credit card you used for the purchase.

**B Visit [https://www.homedepot.com/Return\\_Policy](https://www.homedepot.com/Return_Policy) to begin returns process.**

For items eligible to return online, you can start the returns process by selecting the "Return Items" button. If the item qualifies, you will receive a shipping label by email to print and attach to your return package. Pack the item properly and take it to your nearest UPS store or drop box.

**C Call us at 1-800-430-3376.**

A Customer Support Associate can get your return started for you, or advise you on your other options.

**D Scan the QR Code**



Need to create a return or have questions about The Home Depot's return & refund policies? To start a new return or view our complete return & refund policies, please visit [https://www.homedepot.com/Return\\_Policy](https://www.homedepot.com/Return_Policy) using the QR Code.

Original, standard shipping charges will be fully refunded for all returns regardless of return reason. Items must be returned completely, including all components, for a full refund.

**\*\*IMPORTANT\*\***

Federal law prohibits items that use flammable liquids or gas from being returned through the mail.

Custom-made products, such as paint samples and custom-cut blinds, are not eligible for return.



PO #: 43770969  
Customer Order #: WN59351031  
Customer Name: John Frakes

### Return Form - Please detach and return with items

| Model Number | Internet Number | Item Description                       | Qty Returned | Return Code |
|--------------|-----------------|--|--------------|-------------|
|              | 331455624       | Cooling Touch 15 in. Full Mattress Pad | 1            |             |

**Reason Code Options:**

- 01 = Defective Merchandise
- 09 = Damage Merchandise
- 12 = Late Delivery
- 13 = Received Wrong Product
- 14 = Changed Mind/Didn't Like
- 15 = Ordered Wrong Product