



**SHORTAGE:** Check your order against the FRONT of the invoice. NOTE the **STATUS CODES** on the left side. These may answer any questions. If it appears something is still missing call our 800# and ask for customer service.

**SHIPPING DAMAGE:** Inspect your shipment **UPON DELIVERY** with the **DRIVER PRESENT!** Open the package(s) and check for shipping damage. The DRIVER must note the damage. For **TRUCK** shipments, ask the driver what the carrier's damage policies and procedures are for filing a claim. Report ANY shipping damage to our 800# and ask for customer service. **YOU** must hold the damaged parts, the original box and the packing materials for carrier inspection or the carrier may not honor the claim.

**EXCHANGES / RETURNS:** Returned merchandise must be in original factory condition, **NOT installed, NO modifications!** All Packaging and components including hardware, manuals and warranty cards must be included in the return. Repack the item(s) in a sturdy box with lots of packing to protect the item(s) inside the box. Complete the form below and include a photocopy OR the original invoice inside the box. Ship the box back **PRE-PAID**. We cannot accept COD returns. If you are **EXCHANGING** item(s) include re-shipping and sales tax (if you were charged sales tax on the order).

**IMPORTANT:** For any item(s) returned by a carrier other than UPS, FEDEX, or the US Postal Service, Please contact Customer Service for a RETURN AUTHORIZATION NUMBER.

**CUT AND TAPE  
RETURN LABEL (OVER)  
TO OUTSIDE OF BOX**

**Customer Number** \_\_\_\_\_

**Order Number** \_\_\_\_\_  
(From Other Side)

**Return Codes:**

- |                   |                         |                             |                            |                        |
|-------------------|-------------------------|-----------------------------|----------------------------|------------------------|
| 12 - Defective    | 22 - Arrived Too Late   | 40 - Not As Advertised      | 45 - Parts Too Small/Short | 51 - Mis-Ordered       |
| 13 - Poor Quality | 32 - Apparel Didn't Fit | 41 - Wrong Application      | 46 - Parts Too Large/Long  | 52 - Changed Mind      |
| 14 - Mis-Labeled  | 33 - Apparel Too Small  | 43 - Won't Work As Expected | 47 - Parts Didn't Fit      | 53 - Didn't Like Style |
| 21 - Damaged      | 34 - Apparel Too Large  | 44 - Not Enough Clearance   | 50 - Didn't Like Color     | 99 - Other - Specify   |

**ITEMS BEING RETURNED:**

**Exch = Exchange  
Ref = Refund**

PART NUMBER	QTY.	CODE	PLEASE GIVE DETAILS:	CIRCLE ONE
				Exch Ref
				Exch Ref
				Exch Ref
				Exch Ref
				Exch Ref
				Exch Ref
				Exch Ref
				Exch Ref

**YOUR REFUND WILL BE APPLIED TO THE CREDIT CARD YOU USED ON YOUR ORIGINAL ORDER OR YOU WILL RECEIVE CREDIT ON ACCOUNT**

\*IF YOU PAID FOR YOUR ORDER WITH A CHECK OR MONEY ORDER YOU WILL RECEIVE A REFUND WITHIN TEN DAYS OF THE RECEIPT OF YOUR RETURNED PARTS.

**PLEASE EXCHANGE FOR:**

PART NUMBER	1ST CHOICE SIZE/COLOR/THREADS	2ND CHOICE SIZE/COLOR/THREADS	QTY	EA./PR. SET	DESCRIPTION	PRICE	TOTAL

**FOR APPLICABLE EXCHANGE CHARGES:**

- BILL CREDIT CARD USED FOR PREVIOUS ORDER
- CHECK/MONEY ORDER ENCLOSED
- PROCESS MY EXCHANGE AS A COD

**Be Sure To Include Exchange Freight Charges**

**Sales Tax (if charged on order)**

**Grand Total**

