



## MERCHANDISE EXCHANGE/RETURN FORM

Customer Name: \_\_\_\_\_

Customer #: \_\_\_\_\_

Order #: \_\_\_\_\_ Date Returned: \_\_\_\_\_

### Thank you for your order.

#### Your satisfaction is our #1 priority!

If for any reason you are not satisfied with your purchase, just send the unopened, unused item(s) back to us within 30 days of receipt for a replacement, credit or full refund of the purchase price, whichever you prefer. Please remember that vaccines, other biologicals and items requiring refrigeration are non-returnable. Items sold under special circumstances, special orders and drop-ship products are non-returnable. State law prohibits the return of prescription items. Due to Department of Transportation shipping requirements, Hazardous and ORMD products are non- returnable. Your return will be promptly processed and completed. Returns received after 30 days, or in less than new condition, are subject to a restocking fee. Shipping Charges are not refundable.

#### Your return is as simple and easy as 1-2-3!

1. Simply fill out the Return section below and tell us the reason for your return.
2. Make copies of both sides of this form (packing slip and return form) for your records. Enclose the original form with your returned merchandise.
3. Pack the item(s) in a shipping box with packing materials and send back to us. Remember to include all original pieces of the item or set in order to receive a full refund of the purchase price.

Qty Returned	Item Description	Item #	Reason for Return*

\*Please use one of the following codes in the Reason for Return column:

- |                             |                              |                          |
|-----------------------------|------------------------------|--------------------------|
| 1A – Product does not fit   | 1B – Not what I wanted       | 1C – Ordered too many    |
| 1D – I changed my mind      | 1E – Didn't work for me      | 1F – Ordered wrong color |
| 1G – I don't like the style | 1I – I don't need it anymore |                          |

Other (please explain): \_\_\_\_\_

- Please refund
- Exchange for a different item:

Item #	Item Description	Qty	Price Each	FOB Each	Total Price

#### Reporting a Damage or an Error

Our Shipping Department takes great pride in picking and packing your order so you receive the products you ordered in excellent condition. In the unlikely event your shipment was damaged in shipment or you find an error, please notify us immediately (within 72 hours). For damages, please keep all products in the original box with original packing materials to allow us to file a claim with the carrier. If you need replacement product, please call us and we will ship it promptly.

**Thank you for your order. Your satisfaction is our #1 priority.**