

# Merchandise Return Form

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Items	Reason #

Reason Codes:

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| <ol style="list-style-type: none"><li>1. Wrong quantity received</li><li>2. Wrong merchandise received</li><li>3. Purchased elsewhere</li><li>4. Damaged in shipping</li><li>5. Duplicate order</li><li>6. Product defective</li><li>7. Arrived late</li></ol> | <ol style="list-style-type: none"><li>8. Product different from catalog</li><li>9. Related item not sent</li><li>10. Customer not satisfied</li><li>11. Incorrect item ordered</li><li>12. Incorrect quantity ordered</li><li>13. Other: _____</li></ol> |
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Is this an exchange or refund?

Exchange     Return

Please exchange for: \_\_\_\_\_

**Order and Customer Information:**

Order or Invoice # \_\_\_\_\_ Date: \_\_\_\_\_

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

Street Address: \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone # \_\_\_\_\_

Email Address: \_\_\_\_\_

Please include a copy of your original invoice with any return item. If you do not have a receipt make sure you to complete the above. Include a brief description of the problem:

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An item may be returned for credit as long as it is unused and in new condition and returned within 30 days from the date you received your product. If used and it shows, we cannot take it back. We reserve the right to charge a restocking fee up to 20% or higher to cover the cost of replacing manuals, straps, cables, etc. Shipping charges are not refundable. International orders may be exchanged only when defective and under guarantee.

Please send returns to:

ATTN: Returns Dept.  
5959 Shallowford Rd., Suite 318  
Chattanooga, TN 37421-2215  
USA