

# Return Form

**Questions?**  
Call us at 1-406-256-0990

## Step 1

Fill out Contact/Purchaser Information

### Contact Information

Name \_\_\_\_\_  
Phone (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
State/Prov. \_\_\_\_\_ ZIP \_\_\_\_\_  
Email \_\_\_\_\_

### Purchaser Information (If Different)

Name \_\_\_\_\_  
Phone (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
State/Prov. \_\_\_\_\_ ZIP \_\_\_\_\_  
Email \_\_\_\_\_

Invoice Number \_\_\_\_\_ Invoice Date (must be <90 days) \_\_\_\_\_

## Step 2

List items you are returning, including the reason for the return (see chart at right.) Attach additional paper as needed.

Check here if you contacted us for a prepaid UPS label. \$6.95 will be deducted from the return amount per label issued.

Item Number	Item Description	Qty.	Price Each	Return Code

## Step 3

Reorder additional items here.

Item Number	Item Description	Qty.	Price Each	Total Price
<b>Merchandise Total:</b>				
<b>Returned Merchandise Amount:</b>				
<b>Reorder Shipping Charge:</b> (Check the one that applies and add the correct amount.)				
<input type="checkbox"/> I am reordering because I made a mistake on my order or I prefer a different item. (Please add \$4 to offset shipping the reordered items.)				
<input type="checkbox"/> I am re-ordering because I am not satisfied with the quality of the item I ordered. (No shipping charge applies.)				
<b>Order Total and Payment Method:</b> (No CODs accepted.)				
<input type="checkbox"/> Check or money order <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> Discover <input type="checkbox"/> AMEX <input type="checkbox"/> Call me for card info Credit Card No: _____ / _____ / _____ / _____             Expiration Date: _____ / _____ Authorized Signature: _____				

How would you like us to handle your return?

- Exchange Item**  
(complete the reorder section in Step 4)
- Refund Item**  
(In form of original payment, not available for gift returns)
- eGift Card**  
(email address required)

### Return Reason Codes

A – Did not need item.  
B – Quality was not as expected.  
D – Decided to exchange item.  
E – Returning a gift.  
H – Item was defective.  
Description of defect: \_\_\_\_\_

### Return Instructions

- We cannot accept returns of items beginning with the prefixes I.D. I.M. UN or Agar plates.**
- If we sent you the wrong item or you received a damaged or defective product, please contact us.
- Returns must be received within **90 days of your original invoice**. Please contact us if it is past 90 days.
- Returned items must be unused and include the original packaging. Items that are either used or not in their original packaging may not be accepted or else incur a 20% restocking fee. (This does not apply to defective or damaged items.)
- If you're returning a gift, include the purchaser's name and address.
- To reorder, either send the reorder with your return using this form or place a new order online or over the phone.
- Please pack the items securely and ship using the preprinted address label. Return labels are available for \$6.95 per box, contact us for details.
- We will give you credit, a refund, or an e-gift card for the amount you paid for the items, per your request. However, *initial shipping charges are non-refundable.*

### Return Label

Please add correct postage.



**665 Carbon St  
Billings, MT USA 59102**

Please cut out this return label and use clear tape to attach it to your package