

# Return Form

**Questions?**  
Call us at 1-800-860-6272

## 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. \$13 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 reordering 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**  
(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

1. **We cannot accept returns of items beginning with the prefixes LD or UN.**
2. If we sent you the wrong item or you received a damaged or defective product, please contact us.
3. Returns must be received within **90 days of your original invoice**. Please contact us if it is past 90 days.
4. 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.)
5. If you're returning a gift, include the purchaser's name and address.
6. To reorder, either send the reorder with your return using this form or place a new order online or over the phone.
7. Please pack the items securely and ship using the preprinted address label. Return labels are available for \$13 per box, contact us for details.
8. 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.