

## **[MERCHANT]'S PRODUCT RETURN POLICY**

Any product ordered from [Merchant]'s web site(s) may be returned within \_\_\_\_ hours of delivery. Email us at [email address] within that time period with your customer number, order confirmation number, the product(s) you wish to return, and your reason(s) for returning the product(s). Make sure that the subject line of your email contains the words "Request for Product Return Authorization Number". We will respond via email with a Product Return Authorization Number ("PRA#") and instructions on how to return the product(s).

All product must be returned in the manufacturer's original packaging, including all items and components originally packaged with the product (documentation, manuals, accessories, etc.). The PRA# will automatically expire in \_\_\_\_\_ days, so all product returns must be received by [Merchant]'s Returns Department within \_\_\_\_ days of the PRA# being issued.

All product being returned must be sent by regular mail. Product returned via courier will be refused and returned to you at your expense. If you receive any product from us in damaged condition, please inform the carrier immediately.

If you change your mind regarding a product you have ordered and decide to cancel the order after it has already shipped, but before it has been delivered to you, you must still accept the delivery. If you refuse to accept delivery, you will still be liable for any brokerage charges and duty incurred upon its return to [Merchant].

For refunds on product returned from orders paid by check, money order or wire transfer of funds, your refund will be issued in the form of an in-store credit only. [Merchant] will not under any circumstances issue a refund check.

THE FOREGOING RETURN POLICY DOES NOT APPLY TO ITEMS IN OUR ONLINE INVENTORY WHICH ARE MARKED AS "NO RETURN" ITEMS.

**THIS IS A 2-PAGE FORM.**