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ElectricFireplaces.com

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ATTN: Maria

Return Policy

Although our rate of return is low and our reports of damage are few and far between, accidents happen. We at ADDSCO are committed to handling return requests and product replacement as promptly as possible. To help us facilitate resolution for our customers we request some information about your company's policies and guidelines.

So that we are aware of your requirements and policies, please provide us with the following information and sign this page.

1. Do you accept returns on undamaged merchandise? _____
2. If yes, do you require a Return Authorization Number? _____
3. Name, phone number and email address of your company's returns department:

4. What is the address where returns should be shipped to? _____

5. Do you charge a restocking fee? Yes ____ No ____
If yes, what is the percentage or amount of that restocking fee? _____
6. Are there any special issues regarding your return policy that we should be aware of?

Damaged or Defective Products

Please Explain (or attach an explanation) your company's policy regarding replacing damaged or defective merchandise. Do you replace the entire item, at no cost to the customer? Do you provide only replacement parts or components with instructions for the customer? Is the customer required to return the defective product? If so what type of instructions do you provide the customer with to make that return?

When we receive notification from _____ that an item(s) has arrived damaged, we file a damage claim with the carrier. We will then contact you to make arrangements for shipping a new item or replacement parts. We will ship replacement parts or items to _____ within 24 hours of the request.

Company Name: _____ Date: _____