



EngineerSupply.com
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Issue Notification Form

To return any item, please complete this form. If you have any questions, please send an e-mail to our Returns Manager at returns@engineersupply.com. Please provide complete and accurate information in clear lettering so we may communicate with you concerning your return.

Contact Information – This information will be used for communication.

Requestor Name		Phone No.	
E-mail Address			

Order Information – This information will be used to locate the order.

Web Order No. (ex: 110XXXXX)	
*****OR*****	
Master Order No. (ex: 210XXXX)	

Ship to Name		Ship to Zip Code	
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Item Information

Item Product Code (ex: ES123)		Quantity to Return	
Item Description			
Issue to Resolve	<input type="radio"/> Nothing wrong, I just want to return it. <input type="radio"/> I ordered the wrong item. <input type="radio"/> Item has a manufacturer's defect. <input type="radio"/> Item was damaged during shipping. <input type="radio"/> I received the wrong item, incorrect item shipped to me. <input type="radio"/> Other...(please specify in comment box below)		
Would you like a replacement?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I'm not sure	Same Product? If different, please specify in comment box below.	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I'm not sure
Comments/ Questions			

RETURN POLICY

All return request forms must be submitted within 30 days of the delivery date of an order. Any request submitted after this time period will be denied.

- All items must be returned in the original packaging, and must be in new, resalable condition.
- Consumable items, such as paper products, refills for electric erasers, replacement cartridges, etc., cannot be returned.
- Items that are packaged in blister packs (thick plastic covering that requires the use of scissors to open) must be returned in the unopened packages. If the blister package has been opened, the item is not eligible for return.
- Items which are considered special orders are non-cancellable, non-returnable and non-refundable. Special orders include, but are not limited to, custom paint colors on products.
- Refunds will not be made on merchandise that is:
 - fully or partially assembled
 - not in new, resalable condition
 - damaged due to use/mishandling by the customer

Authorized returns of non-defective/damaged merchandise will be refunded in full minus a 20% restocking fee and shipping. Shipping is non-refundable.

- Restocking fees are waived if the customer places a new order of equal or greater value within 10 business days of submitting the return request form.

Returns must be shipped and the tracking number provided within 10 business days after we issue the RMA number to you.

- We recommend that you use a shipping company such as UPS or FedEx that offers a tracking feature when making a return.
- Return shipping will be the responsibility of the customer, unless otherwise advised.

Notification of defective/damaged products:

- We strongly advise that our customers inspect and test any product **immediately upon receipt**. If any product is found to be defective or damaged, please notify us immediately upon noting the issue.
- We request that the shipment be inspected and any damage be reported within 24 hours of delivery to the shipping company and if possible, that the customer note "DAMAGE" on the delivery confirmation paperwork.
- Replacements for defective/damaged items are subject to inspection prior to a replacement shipping to you. You will be informed of when the replacement will ship once we have contacted the warehouse.
- After our 30 day return period, any defective or damaged item is ineligible for refund but may be covered by the manufacturer's warranty. The manufacturer will need to be contacted for any details relating to warranty.

Unauthorized returns:

- Unauthorized returns will not be refunded.
- Restocking fees are charged if the customer refuses a shipment without a return authorization number or prior approval.
- Any undeliverable order which is returned to the warehouse due to either incorrect address or the customer not being available for delivery will be charged a reshipping fee and may incur additional fees as well.

WARRANTY INFORMATION

For returns which are past the 30 day period, purchases made through EngineerSupply are no longer authorized to be returned or refunded. After this time, products may be covered by their respective manufacturers' warranty. In some instances, manufactures will offer replacement or repair at their discretion. For your convenience, we can provide the manufacturers' contact information for your product.

We are always interested in receiving feedback for any of the products and brands we sell. If you have any comments you wish to share, please contact us at returns@engineersupply.com.

Acknowledgement of Return Policy			
By signing below, I acknowledge that I have read and understand the return policy listed in this document.			
Signature		Date	

Please fax this completed form (2 pages) to:
888-938-1787, Attn: Returns