

Return Process

- 1) Please review our standard Return Process FAQs on the bottom right.
- 2) Complete the form using your RMA#, located on the top left hand side of your Packing List, under your order date.
- 3) A copy of this RMA form must be included with your returned merchandise.
- 4) Items returned without paperwork will not be processed.

Item #	Description	Qty.	Condition	Reason for return

Return Process Frequently Asked Questions

- Custom-made or Special Order Items are NOT returnable.
- If your shipment has arrived damaged, please contact your local UPS, FedEx or postal carrier customer service **within 5 days of receipt** to report damage.
- Merchandise must be completely re-packaged in the original packing for return.
- Returns must be received within 30 days of original delivery.
- Credits are posted within 10 business days of return receipt.
- Credit amounts over \$200.⁰⁰ may be processed via corporate check.
- All return credits are less shipping & handling charges and any applied promotions or noted restock fees.
- Items returned that do not meet the above policy will not be processed.
- Your comments are very important to us, so when returning an item please tell us why you decided not to keep the merchandise.

From: _____

Include insurance and tracking when shipping

Returns Processing
RMA# _____
 1 Chesnut Street Suite 222
 Nashua, NH 03060