



75 Burwell Road, St. Thomas ON N5P 3R5 Canada

Customer Service & Return Form

Your total satisfaction is our Number One Priority. It is our policy to provide you with the best available products at competitive prices and to ensure quick delivery following the receipt of your order. We go to great lengths to ensure your product arrives at your home or business in perfect condition. In some cases, mistakes can occur. Unfortunately, products may be incorrectly shipped, or your order may be damaged in transit. When this occurs, we request that you phone us during our regular business hours, or e-mail us at your convenience, and we will give you a Return Authorization Number (RAN) along with shipping instructions.

If you are dissatisfied with a product you have received, please call us - we'll try to remedy the problem by phone. If this isn't possible, we will issue a RAN along with shipping instructions.

When you are requesting your RAN, please have the following information handy: 1) Your name; 2) Your Invoice number - not the Packing Slip number, they look similar; 3) The product code and name; and finally 4) the reason for the return. This information helps us process your return as quickly as possible.

Please fill out the form - your RAN number is required on this form as well as the outside of the package. Packages without this information may be refused by the delivery company. If you need any assistance at all, please feel free to contact us - we're always happy to hear from you!

Name: _____ RAN: _____
Address: _____ Invoice Number: _____
City: _____ Phone: (please include area code) _____
Prov. / State: _____ Postal / Zip Code: _____
Country: _____ Payment Method Used: _____

Reason for the return: _____

