

# HOW TO RETURN ITEMS

1. We want you to be completely satisfied. If you decide to return anything, you can count on our complete help and cooperation.
2. NO NEED TO CALL FIRST. Just repack the items in this box, or any strong box.
3. List the items you are returning below and check-off what you would like us to do.
4. Please include this form.

**Credit my account.**

**Send replacement items listed below.**

**Refund my money.**

Please enter your order number: \_\_\_\_\_

## PLEASE LIST ITEMS YOU ARE RETURNING

| Quantity Returned | Unit of Measure | Item Number | Description | Please Give Reason For Return |
|-------------------|-----------------|-------------|-------------|-------------------------------|
|                   |                 |             |             |                               |
|                   |                 |             |             |                               |
|                   |                 |             |             |                               |
|                   |                 |             |             |                               |

## Ordered By

Company: \_\_\_\_\_  
Address: \_\_\_\_\_  
Attention Of: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_  
State: \_\_\_\_\_  
Zip Code: \_\_\_\_\_

Customer ID Number: \_\_\_\_\_  
Your Name: \_\_\_\_\_  
Your Title: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Fax: \_\_\_\_\_  
E-mail: \_\_\_\_\_  
Date: \_\_\_\_\_

## PLEASE LIST REPLACEMENT ITEMS

| Quantity | Unit of Measure | Item Number | Color | Description | Unit Price | Total |
|----------|-----------------|-------------|-------|-------------|------------|-------|
|          |                 |             |       |             |            |       |
|          |                 |             |       |             |            |       |
|          |                 |             |       |             |            |       |
|          |                 |             |       |             |            |       |

## Lake Charles Manufacturing

4905 Common Street - Lake Charles, LA 70607-6643  
866 - 739 - 4600

## **FOR YOUR PROTECTION**

The carrier who delivers merchandise to your door is responsible for loss and damages. Acceptance of the shipment by the Transportation Company is acknowledgement that the articles delivered to them were in good condition and properly packed.

### **VISIBLE DAMAGE**

1. Have deliveryman note on Freight Bill the nature and extent of damages.
2. Notify the Transportation Company's office to inspect the merchandise.
3. File claim for damages at once. In filing a claim with the Transportation Company, you may (a) make a cash adjustment for full value (b) arrange to have repairs made, or (c) replace the merchandise.

### **CONCEALED DAMAGE**

1. If damage is noticed when merchandise is unpacked notify Transportation Company's office immediately and ask to have it inspected.
2. Do not destroy packing materials until shipment is inspected and claim settled.

### **SHORTAGES**

1. All shortages must be reported within 10 days.
2. Check number of items delivered with the quantity shown on the receipt.
3. If quantities do not match, have driver note shortage and if missing items do not show up in a few days, advise us and we will reship.

### **IMPORTANT**

All claims for loss or damage should be filed immediately with the Transportation Company making delivery to your door, then notify us. Should you need assistance with the claim, we will be glad to help. Do not return damaged merchandise as Transportation Company will pick it up.

### **RETURNS**

Returns will only be accepted for 30 days after the order is received and are subject to a 20% restocking fee.

### **OUR RISK FREE GUARANTEE THAT YOU CAN RELY ON**

You'll be 100% satisfied with every product or we'll give you your choice of a full credit, equal exchange, or your money back.