

HAMMACHER SCHLEMMER CONVENIENT RETURN STEPS

1 Visit Hammacher.com/returns to print a return label and obtain additional information on Returns & Exchanges. Please retain your return tracking number for future reference purposes.

A fee of \$10.95 for packages weighing 10 pounds or less and \$14.95 for packages greater than 10 pounds will be deducted from your credit when the return is processed. A \$14.95 fee will be deducted from all returns from Canada. Original postage and handling will not be credited.

Please be sure to complete steps 2 through 4 for credit, and boxes 2 through 6 for exchanges. Please note that returns on orders that are older than 1 year will be credited by gift certificate to Hammacher Schlemmer. Credits and gift certificates will be issued for the original price of the item, less the returns fee and shipping and service charges.

Returns after the holiday season can take up to 21 business days for processing exchanges and returns.

2 WHAT CAN WE DO FOR YOU?

☐ Exchange

☐ Credit*

☐ Gift Certificate for Gift Recipient

Order #:

Name:

Address:

* Returns on orders older than one year will be credited by gift certificate.

* Returns on orders from a gift recipient will be refunded in form of a gift certificate.

3 PLEASE CIRCLE (ONE) REASON FOR RETURN:

QUALITY		PRESENTATION/EXPECTATION	
09	Defective	08	Unlike picture
52	Missing Parts	50	Color not as shown
90	Insufficient or inaccurate instructions	51	Not as described
		54	Did not meet expectations
SIZE/FIT/FUNCTION		ORDERING	
04	Too large	02	Ordered wrong item
11	Too small	03	Gift, did not want
12	Too complicated	60	Changed my mind
55	Too long		
56	Too short	SHIPPING	
57	Too wide	07	Damaged
58	Too narrow	10	Arrived too late
86	Could not set/up install	14	Wrong item sent
87	Not compatible		
98	Too heavy to wear/hold		

Please provide any specifics about this return so we can better serve you in the future.

4 ITEMS RETURNED:

Reason #	Item #	Description	Size/Color	Qty	Unit Price	Total Price
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5 EXCHANGE FOR:

Item #	Description	Size/Color	Qty	Unit Price	Total Price
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6 PAY METHOD IF AN ADDITIONAL AMOUNT IS DUE FOR EXCHANGE:

☐ Check or Money Order (no cash or COD) ☐ Visa ☐ Master Card ☐ Discover/Novus ☐ American Express

Card Number Daytime Phone Number ()

Expiration Date /

Signature Evening Phone Number ()

Should you have any questions, Customer Service can be reached at 1-800-233-4800 or by email at customerservice@hammacher.com.

PLEASE RETAIN A COPY OF THIS PACKING SLIP AS PROOF OF PURCHASE. PLEASE ALLOW TWO TO THREE WEEKS FOR PROCESSING EXCHANGES AND RETURNS. RETURNS AFTER THE HOLIDAY SEASON MAY REQUIRE LONGER PROCESSING TIMES.