

ALEXANDER OPERATING POLICIES

October 17, 2014

Receipt of Order:

- Please inspect your order upon receipt of merchandise. Check your order carefully; small items may be packaged inside of larger items. If there is a discrepancy, call within 48 hours. **There will be no claim after this time.**

Damaged Items:

- All merchandise leaving our store is inspected and in good condition. If you receive a damaged shipment, report the "Damage" to the carrier immediately, preferably before they leave your location. You **must** then notify our office at 800-231-6876.
- On UPS damaged items, hold the parts in the original package for UPS inspection. If the above procedures are followed, we will ship your replacement parts at no additional charge. If not, the loss will be at your expense.

Merchandise Returns:

- You must contact our office to get authorization to return any merchandise for any reason. **A copy of your original invoice and/or the completed Merchandise Return Form at the bottom of this page must be included in your return package to receive credit.** Credit will be issued based on inspection and condition of the returned merchandise.
- The customer assumes liability for freight on return of merchandise ordered in error. Returned merchandise must be shipped with all transportation charges prepaid. Merchandise returned COD will be refused.
- There will be a \$15.00 research fee charged if the proper paperwork is not received with the returned merchandise.
- We do not refund shipping charges.**

Restocking Fees:

- The customer may return merchandise for a refund or credit of the purchase price.
- A 15% minimum restocking fee is applied.
- The minimum restocking charge may be revised, at our discretion, based on final inspection of the return and the circumstances involved.

MERCHANDISE RETURN FORM

ABSOLUTELY NO RETURNS OR REFUNDS AFTER 30 DAYS

THIS FORM MUST ACCOMPANY ALL RETURNS AND/OR EXCHANGES.

IMPORTANT: We cannot process your return without the following information:

INVOICE NUMBER # _____

(located in upper right corner of your packing slip)

Repackage items accordingly to prevent damage during shipping.

Name: _____
Address: _____
City: _____ State: _____ Zip: _____
Daytime Telephone # (_____) _____

INSTRUCTIONS (✓)	REASON (✓ check one)
Exchange <input type="checkbox"/>	<input type="checkbox"/> Core return
Refund <input type="checkbox"/>	<input type="checkbox"/> Received incorrect item
	<input type="checkbox"/> Ordered incorrect item
	<input type="checkbox"/> Wrong size
	<input type="checkbox"/> Poor quality
	<input type="checkbox"/> Damaged in shipment
	<input type="checkbox"/> Did not order
	<input type="checkbox"/> Item was defective (see below)
	<input type="checkbox"/> Other _____

PAYMENT TYPE FOR ADDITIONAL ITEMS OR DIFFERENCE ON EXCHANGED ITEMS

Check Enclosed MasterCard Visa

Card Number _____ Exp. Date _____

LIST ITEMS RETURNED:

Qty:	Item Number:	Description:	Unit Cost:	Total Cost:
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

LIST ITEMS EXCHANGED FOR, OR THOSE YOU WISH TO ORDER ADDITONALLY:

Qty:	Item Number:	Description (include size/color/year if applicable):	Unit Cost:	Total Cost:
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

IF ITEM IS DEFECTIVE, PLEASE EXPLAIN BRIEFLY: _____
