

Thank You for Using CopQuest

Your order has been carefully inspected and packed and we hope you are pleased with the items you have selected. Please check the contents of the carton immediately against items marked as shipped on the other side of this form.

Items not listed as shipped are not charged until such time they are shipped. If upon further inspection you notice any concealed damage or loss, you must save all packaging, shipping boxes and packing material to process a return.

Warranty Information

CopQuest unconditionally guarantees all products to be free from defects in material and workmanship for 30 days from date of shipment. Some exclusions apply.

Publications, Batteries, Lamps, Software, CDs or consumable goods are only returnable if the original manufacturers packaging has not been opened or tampered with.

Engraved items, Name Plates and Name Tapes are not returnable. Closeout items sold at a discount are not returnable unless such item is found to be defective.

Alterations or embroidery services performed by CopQuest are warranted to be free from defects for 30 days. Garments that are altered, sewn, have patch application or any modification whatsoever are not returnable for refund.

Some products carry an extended warranty as stated by the manufacturer. For your convenience, we have compiled a list of manufacturer contacts and warranty summaries. For details, go to:

www.copquest.com/warranty.htm

Merchandise Exchanges

If you need to exchange an item for another like item of a different size, color, etc., fill out the information in the Return & Exchange Summary below and specify part number and description of the replacement item. The exchanged product will be sent to you by return UPS. You are responsible for return shipping fees and standard shipping fees to return the exchanged item to you.

If you need a faster exchange, you may place a new order for the desired item and then send back your previously delivered item as a return, at which time a credit will be processed.

Merchandise Returns

If within the 30-day period, you are unsatisfied with your purchase (except as noted under Warranty Information heading), you may return it for a full refund (less shipping costs). We do not require a return authorization number to process a return. Follow this procedure to return merchandise:

1. Fill out the Return or Exchange Summary form below. Please include your original order number. Photocopy or cut out this form and include with returned items.
2. All returned merchandise must be in the original packaging with UPC (barcode) intact, including instruction sheets, accessories, cables, etc.
3. Pack item(s) in original shipping container or suitable container that will not damage merchandise during return shipping.
4. Ship to CopQuest at the address on the front side of this document. Ship returns via US Mail or UPS freight prepaid and insured.

CopQuest is not responsible for return shipping costs or return shipping damage. C.O.D. shipments are not accepted. Shipping costs will not be refunded. We cannot accept returns of special order items, closeout items, altered garments, and customized items or embroidery work.

CopQuest will refund return shipping fees in the event that we are responsible for an error with your order.

Returned merchandise for refund for purchases made by credit card will receive account credit. Orders that were paid by check or money order will receive repayment within 15 days of receipt of returned merchandise.

Special order items, returns with damaged packaging or returns accepted after 30 days will be subject to a 20% restocking fee. Under garments with opened packages are not returnable. Garment returns must not be worn, or washed, are in marketable condition and returned in their original packaging.

Please note that returned merchandise that does not meet these conditions will be sent back to the originator freight collect.

If you return a product for refund or exchange, you are responsible for the shipping fees. If you exchange a product, you will then be charged the standard shipping fees to re-ship the exchanged product. You are responsible for insuring returned or exchanged items, as we cannot accept responsibility for lost items. You will not be charged return shipping fee if we made an error with your order.

I understand these conditions and also understand that I cannot return a product that has been used or exhibits evidence of use. I understand that shipping charges will not be refunded unless otherwise specified.

Customer Signature: _____

Date: _____

Refund or Exchange Summary:

Order No.: _____

Qty.	Item No.	Refund	Exchange	Reason for Refund or Exchange
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/>	<input type="checkbox"/>	

Please photocopy or cut out and include with parcel