

# HAMMACHER SCHLEMMER CONVENIENT RETURN STEPS

**1** For easy returns within the U.S., visit [www.Hammacher.com/returns](http://www.Hammacher.com/returns) to print your own label.  
 A flat fee of \$10.95 for packages weighing less than or equal to 10 lbs. or \$14.95 for packages greater than 10 lbs. will be deducted from your credit when your return is processed. Returns under 70 pounds can be given to your USPS mail carrier or dropped off at a USPS location after the online return label has been applied to the package. For returns over 70 lbs please call Customer Service at 1-800-233-4800 to obtain a FedEx shipping label.  
 Canada Returns; please visit [www.Hammacher.com/returns](http://www.Hammacher.com/returns) to print a return label. A flat fee of \$14.95 will be deducted from you refund when your return is processed.  
 If you are outside the U.S. or Canada, please use your preferred shipping service to send the return to the address listed on the front of this packing slip.  
 Please be sure to complete boxes 2 through 4 for credit, and boxes 2 through 6 for an exchange. Please note that returns on orders that are older than 1 year will be credited by gift certificate.

**2 WHAT CAN WE DO FOR YOU?**       Exchange       Credit\*       Gift Certificate for Gift Recipient

Order #: \_\_\_\_\_ Name: \_\_\_\_\_

Billing Address: \_\_\_\_\_

\* Returns for orders older than one year will be credited by 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	SHIPPING	
56	Too short	07	Damaged
57	Too wide	10	Arrived too late
58	Too narrow	14	Wrong item sent
86	Could not set/up install		
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

**5 EXCHANGE FOR:**

Item #	Description	Size/Color	Qty	Unit Price	Total Price

**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, we can be reached at 800-233-4800 Monday through Friday from 8:00 a.m. – 9:00 p.m., and weekends from 8:00 a.m. – 6:00 p.m. Eastern. We can be reached by email at [customerservice@hammacher.com](mailto:customerservice@hammacher.com).

**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.**