

## Your Satisfaction Is Guaranteed

If you are not completely satisfied with one of our products, you may return it any time within 30 days of the date of sale for a hassle-free refund of the amount you paid for the product. Refunds do not include shipping costs. On exchange of defective products, Quadratec will pay for shipping on the outbound replacement product only. We only specify that the product not be damaged, missing components or manufacturer's documentation. Special order or non-stocking items are specifically exempted from this policy and will be assessed an appropriate re-stocking charge.

## Are you missing any parts?

Call Customer Service at 800-745-6037 9am-5pm Eastern Time Monday thru Friday.

## How to return merchandise:

- 1** Complete and detach the Return Form and make a copy for your records. Place the Return Form inside the package with returned merchandise.
- 2** Include your name, address and order number on the Return Shipping Label and affix to outside of the package securely with tape.
- 3** Send package to Quadratec by Mail or UPS. Many supermarkets now ship UPS packages. To find the nearest to you, call 800-742-5877

Please note we do not pay shipping charges involved in returning goods.

### Return codes

Quality	Need	Service
1 Wrong size or application	5 Product arrived OK but is no longer needed	7 Product arrived too late
2 Did not meet expectations	6 Gift, Do not need	8 The product shown on invoice was not the product shipped
3 Defective product		9 Shipping Damage
4 Missing Parts		



Customer Service 800-745-6037  
 Sales & Ordering 800-745-5337  
 24 Hour Fax Line 610-701-2402  
 Visit our Website at [www.quadratec.com](http://www.quadratec.com)

### Return Shipping Label

From:  
 Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 \_\_\_\_\_  
 Order # \_\_\_\_\_



Merchandise Returns  
 1028 Saunders Lane  
 West Chester, PA 19380-4218

### Return Form

Name \_\_\_\_\_ Order # \_\_\_\_\_  
 Address \_\_\_\_\_  
 \_\_\_\_\_

Check if this is a new address Phone ( ) \_\_\_\_\_

Item #	Return Code	Description	Quantity

How can we serve you better?  
 \_\_\_\_\_  
 \_\_\_\_\_

Please Exchange/ Replace       Please Refund  
 Exchange for:

Item #	Description	Quantity

cut along dotted lines