

# Altrec Exchange/Return Form

200 S. Owasso Blvd. E., St. Paul, MN 55117 phone: 800-369-3949

DATE: \_\_\_\_\_ ORDER #: \_\_\_\_\_

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_

**Thank you for your order. We appreciate this opportunity to serve you.**

**In the event that your order is not what you expected, please use this form for your return and/or exchange.**

## RETURNS:

1. All returns and exchanges must be of unused items, and must take place within the time frame specified on our website.
2. Return your package via FedEx Ground, UPS Ground or US mail insured with tracking capability. (CODs not accepted)
3. Please fill out this form and include it with your return.
4. A refund will be issued to the credit card used on the original order. If you paid with a check or money order, we will send you a check by mail.
5. Please allow up to 2 weeks for your credit card refund.
6. Special orders are not returnable.
7. Items returned without all original hardware are subject to replacement cost charges for the missing parts. (eg: fins, screws, mounting plates, binding hardware, etc.)  
These charges will be deducted from your credit.

## EXCHANGES:

1. All exchanges must be of unused items in new condition, and must take place within the time frame specified on our website.
2. We will send your exchange order by ground shipping free of charge.
3. To speed up your exchange, you may place a new order on the phone or online. You will need to pay for the new order, but we will issue a credit to your card when we receive your returned merchandise.

**WHEN MAKING A RETURN, FREEBIES RELATED TO RETURNED ITEM(S) MUST ALSO BE RETURNED, OR YOU WILL BE CHARGED 50% OF THE FREEBIE'S VALUE.**

### ITEM BEING RETURNED

Reason Code	Item Description - Color - Size	Price

### EXCHANGE FOR ITEM

Item Description - Color - Size	Price

### Please enter a "Reason Code" from this list.

<b>A.</b> Did we ship you the wrong item? Please call us first and tell us what happened.			
<b>General</b>	<b>B.</b> Didn't fit right	<b>C.</b> Too large	<b>D.</b> Too small
	<b>E.</b> Color different than in the catalog	<b>F.</b> Color different than on the web	<b>G.</b> Changed my mind
<b>Quality</b>	<b>H.</b> Manufacturer defect	<b>I.</b> Merchandise was marked or soiled	<b>J.</b> Merchandise is of poor quality
<b>Service</b>	<b>K.</b> Arrived too late	<b>L.</b> Damaged in shipping	<b>M.</b> Duplicate order
<b>N.</b> Other Reasons			
<input type="checkbox"/> Returning item for refund		<input type="checkbox"/> Returning item for exchange	
<input type="checkbox"/> Returning for refund; already placed order for exchange			

- If you receive an item that is damaged in shipping or you received the wrong item, please call our Customer Service Staff for a return label.
- Used merchandise cannot be returned for exchange or credit.

To help us improve our web site, catalog information and our service to you, please tell us why you are returning the merchandise you ordered. If there is any additional information regarding the quality of our service or our merchandise that you think we should be aware of, please take the time to let us know.