Van Dykes Restorer's Return Policy

It's simple. Your satisfaction is guaranteed! If you're not completely satisfied with any merchandise you have received, just return it within 30 days of receipt for a full refund or exchange, no questions asked. All items must be in their original condition with the original packaging, instruction manuals, warranties, and tags. Unfortunately, original shipping/processing charges are not refundable. We will, however, send your exchange with no additional shipping/processing charges. Please allow 14 business days for your return or exchange to be processed.

RETURN AND EXCHANGE PROCEDURES

1 Please fill out the form below and include with your return. The return must meet the guidelines above. Affix the prepaid return label to the outside of your package and simply drop it in any mailbox or take it to any Post Office. Please include a copy of your invoice to speed processing. If the product was damaged, defective or the wrong item was shipped, use the prepaid label to return the item(s) and you will not be billed for this return. In case we have questions, fill out the following:

Please print your name: _____ **Invoice number:** _____

Your daytime phone number: _____ **Email address:** _____

2 List items you wish to return:

Item No.	How Many	Description	RETURN CODES	Price Each	Total Price
RETURN CODES: 01 Size Too Large, 02 Size Too Small, 03 Defective, 04 Wrong Item Shipped, 05 Wrong Item Ordered, 06 Finish/Color Not As Expected, 07 Arrived Late, 08 Changed Mind, 09 Arrived Damaged, 10 Poor Quality, 11 Custom Order Error, 18 Too Long, 19 Too Short, 23 Unhappy With Sub, 28 Missing Parts				TOTAL	

COMMENTS (so we can serve you better in the future) _____

3 What action would you like us to take? ❑ Exchange for items listed below ❑ Credit / Refund

Item No.	How Many	Description	Price Each	Total Price
		(SC & SD residents add sales tax)	TOTAL	

4 **Please follow these directions to return/exchange:**

- Include all original packing materials, manuals, and accessories with the product as outlined above to avoid any additional fees.
- We recommend that you reuse the original shipping carton and packing material. **Please Do NOT use the product box as a shipping container.**
- You are responsible for all freight charges. If the product was damaged, defective or the wrong item was shipped use the prepaid label to return the item(s) and you will not be billed for this return.

If you are using the prepaid label to return/exchange your order:

- Affix the self-addressed prepaid return label on the front to the outside of your package and simply drop it in any mailbox or take it to any Post Office. A return shipping convenience fee will be applied to your refund or charged to your credit card (see front of form).

If you choose to use a different shipping method to return/exchange your order:

- Return your package with tracking to us at this address - Van Dyke's Restorers; 3507 Cokesbury Road, Hodges SC 29653 Phone: 800-558-1234
- Allow 14 business days for your refund or exchange.

❑ Check Enclosed ❑ Credit Card ❑ VISA ❑ MasterCard ❑ DISCOVER

Expiration Date