

# KHN Solutions LLC

## Return Authorization Request

toll free: 877.334.6876  
tel: 415.693.9756  
fax: 415.358.8030

To return an item, just follow the directions below:

1. Call our toll-free support line at 877-334-6876 to get a Return Authorization Number.
2. Pack the item(s) securely. All returned products must be in the condition they were received in, as well as in their original packaging. Please remember to include all warranty cards and manuals.
3. Fill out this form and include with your return.
4. Send your package **to the appropriate address (see page 2)** via UPS, FedEx or insured Parcel Post. (Please note that shipping charges cannot be refunded.)

### Order Information

Order Number \_\_\_\_\_  
Original Order Date \_\_\_\_\_

Contact Name \_\_\_\_\_  
Address \_\_\_\_\_

Telephone \_\_\_\_\_  
Email Address \_\_\_\_\_

Product Being Returned \_\_\_\_\_

- Reason for Return  Return Within 14 Day Period (15% restocking fee may apply)  
 Defective  Exchange/Upgrade  
 Other (please describe):

(Please be sure to fill out both pages of this form and to sign and date it as well.)

**Defective Product Information (please fill out only if applicable to your return)**

Please Describe Problem \_\_\_\_\_  
\_\_\_\_\_

If it has been more than 14 days since order date, defective products can only be exchanged for a replacement; credits cannot be issued outside this 14 day period.

If you are returning a **defective AlcoHAWK series product (Slim, Precision, ABI, Pro, Elite) and want a replacement**, please send your return to this address:

Q3 Service Center  
2349 Jamestown Ave., Suite 4  
Independence, IA 50644

If you are returning a **BACtrack Breathalyzer**, please send your return to this address:

KHN Solutions LLC / Attn: Returns  
300 Broadway St. Ste 26  
San Francisco, CA 94133

**Return for Refund/Credit/Other (please fill out only if applicable to your return)**

Credit Refund to  
Billing Credit Card?  Yes  No

Has the Product  
Been Used?  Yes  No

Customer Notes \_\_\_\_\_  
\_\_\_\_\_

All products returned for credit / exchange / other **should be shipped to this address:**

KHN Solutions LLC / Attn: Returns  
300 Broadway St. Ste 26  
San Francisco, CA 94133

**Customer Acknowledgement**

I have read the KHN Solutions Return Policy and I certify that the information supplied on this form is correct.

\_\_\_\_\_  
Customer Signature                      Date                      Return Authorization Number

(Please be sure to fill out both pages of this form and to sign and date it as well.)