

FactoryDirect2you.com

Top Name, High Quality Products. FactoryDirect means Big Savings for you.

PRODUCT RETURN FORM

You must call us at (909) 596-0511 for a **RETURN AUTHORIZATION NUMBER**. Unauthorized returns will be refused. Return must still be in brand new condition and have all the packaging and original contents included. No credits will be given for items returned after 30 days or not in NEW RESALEABLE condition. Credit will be given to the original billing account. Any gift item shipped from FactoryDirect2you.com may be returned by the gift recipient for a merchandise credit that can be used on any future FactoryDirect2you.com order. Refund checks are not available for gift returns. You are responsible for shipping charges for all returns including defective items. We will pay for the shipping back to you on a replacement for a defective item. (Defective items are extremely rare.) Please include a copy of your invoice and indicate the reason for your return. Returns cannot be processed without a **RETURN AUTHORIZATION NUMBER** and documentation including order number, address, and reason for return. Please return merchandise by a traceable method such as **U.P.S GROUND COMMERCIAL** (This is usually the cheapest and most reliable method). No refunds will be given until we receive merchandise according to the above terms.

THIS FORM MUST BE COMPLETELY FILLED OUT

Or we will be unable to process your return.

Your Name: _____ Order Number: _____

Email Address: _____ Purchasers Name (If Different): _____

Your Phone Number: _____ Item you are returning _____

ARE YOU RETURNING FOR: Credit Replacement

REASON FOR RETURN

Please circle one:

- | | |
|---|---|
| <input type="checkbox"/> Defective Product | <input type="checkbox"/> Received Wrong Size |
| <input type="checkbox"/> Received Wrong Color | <input type="checkbox"/> Damaged During Shipping |
| <input type="checkbox"/> Received Wrong Product | <input type="checkbox"/> Misrepresented Product |
| <input type="checkbox"/> Poor Quality | <input type="checkbox"/> Changed My Mind |
| <input type="checkbox"/> Unwanted Gift | <input type="checkbox"/> Other (Please Explain Below) |

Comments: _____

RETURN TO:

FactoryDirect2you.com
c/o D & S Bugelli Ent.
2093 Foothill Blvd.
La Verne, CA 91750
(909) 596-0511

Please box your items up carefully and include all tags and wrapping. Mark **RETURN AUTHORIZATION NUMBER** on the outside of the box. We HIGHLY suggest sending your products back via UPS, but you may risk sending your items back with USPS if you prefer. FactoryDirect2you.com is NOT RESPONSIBLE for any packages lost by USPS or UPS. If you use USPS, please make sure to INSURE your package. Please allow up to 6 weeks for the credit to appear on your statement.

THIS FORM MUST BE COMPLETELY FILLED OUT or we will be unable to process your return.

RETURN CHECKLIST

Please follow these steps:

1. Call (909) 596-0511 for a RETURN AUTHORIZATION NUMBER
2. Fill out this form ENTIRELY
3. Include a copy of your receipt, tags, and packaging.
4. Box up item securely
5. Mark the box with RETURN AUTHORIZATION NUMBER.
6. Send to us via UPS Ground