

FREQUENTLY ASKED QUESTIONS

How will my Return Authorization be processed?

Please allow 2-3 business days for review of your Return Authorization (RA) form. Your Customer Service Representative will contact you with your Return Authorization (RA) number or for further details.

How long until my account is credited, or a refund is issued?

Please allow for 5 business days from the date of product return for the credit to be posted to your account.

CUSTOMER SERVICE

To speak with a Customer Service Representative, please call **1-866-407-2222** Monday through Friday between the hours of 5:00AM and 5:00PM (PST).

Please forward the completed form to **returns@stormtech.ca** and a Customer Service Representative will contact you with further details.

RETURN AUTHORIZATION REQUEST FORM

Stormtech requires a Return Authorization (RA) number for all returns. A valid Return Authorization (RA) number must be clearly written on the outside of all packages returned. Stormtech reserves the right to refuse any unauthorized return. Refer to our Returns Policy on our website <http://stormtech.ca> for further information.

A 10% restocking fee will apply to all returns, except for samples, exchanges and warranty returns. There is a minimum restocking fee of \$5.00.

COMPANY NAME _____

CUSTOMER NUMBER _____

CONTACT _____

EMAIL _____

INVOICE # _____

PO# _____

If all items from this order are being returned, please check this box

*If all items are being returned, do not fill in the table below.

STYLE	SIZE	COLOUR	QUANTITY
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Reason for the Return:

Samples Cancelled order Exchange Warranty

Other: _____

If Warranty, please provide a description and include a picture:

Is a replacement order required? Yes No

FOR OFFICE USE ONLY

Value _____ RC _____ CSM/SM _____ VSP _____ CFO _____