

RETURN/EXCHANGE OF MERCHANDISE FORM

Note: BEFORE RETURNING ANY MERCHANDISE, PLEASE READ BELOW

Your satisfaction is 100% unconditionally guaranteed. If you purchased a product from us and it does not meet your satisfaction, we will gladly **refund**, **replace**, or **exchange** your purchase. To assist us in this process we are asking you to fill out the following form. This will assist us in processing your request in a timely manner. All conditions and exchange policies are posted on our web site listed under: Information Return/Exchange and on the reverse side of this form.

Today's Date: _____

Name: _____ Original Order # _____

Address: _____

City: _____ State: _____ Zip: _____

Daytime Phone: # (____) _____ Evening Phone # (____) _____

Please identify item(s) # being returned:

Item # _____

Item # _____

Item # _____

Item # _____

I understand that my refund or exchange will not be processed or credited until FriendsOfBigSouthFork.com has received item(s) being returned. I also understand that all return shipping costs on exchanges will be billed to my credit card. Certain conditions may apply for small orders that do not require you to send the defective item back to us. Please contact us for any further questions.

Please identify the reason for this return:

Wrong merchandise sent

Damaged merchandise

Late arrival of order

Dissatisfied w/ merchandise

Other: (please give a brief description of reason of return/exchange)

RETURN REQUIREMENTS: Please check each box upon completion

The item(s) being returned includes all parts and packaging materials.

The item(s) has not been modified or altered in any way.

The item(s) is being returned within the 7 day review period.

Please ship all returns or exchanges to the following address:

Big South Fork Visitor Center 12025 Scott Highway Helenwood, TN 37755 www.friendsofbigssouthfork.org	Hours 10AM-5PM EST E-Mail info@friendsofbigssouthfork.com	Telephone 423-663-4556 FAX (423)569-9131
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