

GARDEN HARDWARE CO.™

BETTER TOOLS. BETTER GARDENING.

Garden Hardware Co. | Receiving Dept. | 807 Airport Road | Unit D | Traverse City | MI | 49686 |
 or email us at cs@gardenhardware.com

Return Shipment Form



START HERE TO ENSURE PROPER RETURNS:

1. Repack item in original packing if available with any accompanying materials [parts, manuals, etc.]
2. Insert this completed form in the package.
3. Deface any old shipping labels [to reduce confusion for shippers]
4. Ship Returns to: *Garden Hardware Co.; Receiving Dept. 807 Airport Road; Unit D; Traverse City, MI 49686.*
5. For your protection, return shipment via delivery confirmation shipping method and retain a tracking number. Also, consider purchasing insurance on expensive items. [Garden Hardware Co. isn't responsible for lost return shipments]
6. For additional information on our returns, refunds and exchange policies please visit our customer service pages at site.gardenhardware.com/returns

STEP 1 INTRODUCE YOURSELF

Order # _____ Name _____

Address _____

City _____ State _____ Zip Code _____

Daytime Phone _____ Evening Phone _____

Email _____

STEP 2 WHAT ARE YOU RETURNING?

Returned Product(s) Code/Item Number	Description	Reason Code*	Quantity	Item Cost at time of purchase	Total Item Cost

TOTAL RETURN VALUE \$
(add values in last column together for total)

*REASON CODES

1. Changed Mind
2. Did Not Like
3. Ordered Wrong Size
4. Quality Unsatisfactory
5. Did Not Perform as Expected
6. Not as Described or Pictured
7. Other
- D1. Damage Shipping
- D2. Damage Defective
- E1. Wrong Item Shipped

STEP 3 WHAT IS THE TOTAL RETURN VALUE (from STEP 2)?

\$ _____

POLICY NOTES.

- We will gladly refund the items you'd like to return within 60 days of purchase by the original means of payment to the original purchaser. [i.e.- if you purchased the products with your credit card, then that credit card will be refunded]
- For exchange, damages, defects or wrongly shipped items, please contact us at cs@gardenhardware.com or 888-476-4426 to accommodate your returns.
- Returns are usually processed within 15 days of receiving your returned items. However, depending upon the cut off date of your mailed credit statement, it may take 2 billing cycles to appear as a credit on your purchasing credit card.