



TOOLS LTD. 1090 Morrison Drive, Ottawa, Ontario K2H 1C2 (613) 596-0350

OFFICE USE ONLY

C 9/16

ORDER NUMBER:

CUSTOMER NUMBER:

# RETURN AND EXCHANGE FORM

ORDERED BY:  
(Please Print)

SHIP REPLACEMENT MERCHANDISE OR REFUND TO:  
(Please Print)

Street Address

Street Address

Apt. #

P.O. Box

Apt. #

P.O. Box

City

City

Province

Postal Code

Province

Postal Code

DATE RETURNED:

Home Telephone:  
( )

Business Telephone:  
( )

Fax Number:  
( )

## ITEMS TO BE RETURNED

REQUESTED COURSE OF ACTION:

EXCHANGE

REFUND

## REASON FOR RETURN:

- A. NOT SATISFIED      D. SHIPPED PRODUCT IN ERROR      G. OTHER  
 B. DEFECTIVE          E. RECEIVED DAMAGED  
 C. ORDERED IN ERROR      F. WRONG SIZE

PRODUCT #	DESCRIPTION	QTY.	RETURN REASON CODE

COMMENTS:

## NEW MERCHANDISE ONLY

PLEASE INDICATE BELOW ANY NEW MERCHANDISE YOU WISH TO ORDER. YOUR REFUND WILL BE APPLIED TO THIS ORDER. SHIPPING IS APPLICABLE UNLESS IT IS A STRAIGHT EXCHANGE (E.G., EXCHANGE OF A DEFECTIVE PRODUCT).

PRODUCT #	DESCRIPTION	QTY.	UNIT PRICE	TOTAL

IF WE ARE OUT OF STOCK ON AN ITEM, IT IS LIKELY THAT WE WILL HAVE MORE SOON. SHOULD WE:

- SHIP ITEM AS SOON AS POSSIBLE AT NO EXTRA SHIPPING CHARGE  
 OR  CANCEL YOUR ORDER FOR THE ITEM?

### SHIPPING & HANDLING FEE:

For ground delivery to one Canadian address.\*  
 \$7.95 on orders up to \$20.00  
 \$9.95 on orders \$20.01 to \$50.00  
 \$11.95 on orders \$50.01 to \$100.00  
 \$13.95 on orders \$100.01 to \$150.00  
 \$15.95 on orders over \$150.00

\*Shipping rates to remote locations not served by ground delivery are quoted on an individual basis by our Customer Service Department.

Rates are current at the time of publication. Shipping surcharges (in addition to our regular charges) are applicable on extra-heavy/long products.



TOTAL OF GOODS

SHIPPING AND HANDLING, including surcharges

SUBTOTAL

### METHOD OF PAYMENT - DO NOT SEND CASH

CHEQUE OR MONEY ORDER BY MAIL ONLY. IF YOU HAVE OVERPAID, A REFUND WILL BE SENT TO YOU.

EXPIRY DATE

SIGNATURE REQUIRED IF PAYING BY CREDIT CARD

Lee Valley Gift Card

### SALES TAX:

NL, NB, NS - add 15% of subtotal  
 QC - add 14.97% of subtotal  
 PE - add 15% of subtotal  
 MB, ON - add 13% of subtotal  
 BC - add 12% of subtotal  
 SK - add 10% of subtotal  
 AB, NT, NU, YT - add 5% of subtotal  
 EXEMPTIONS: all books taxed at 5%

Less value of goods returned

GRAND TOTAL

**POSTAGE-PAID RETURN LABEL – SEE BELOW  
FOR INSTRUCTIONS.**

Should you wish to return a product you purchased from us, please fill out the Return and Exchange form and include it with your parcel. This postage-paid return label (below) is provided for your convenience. When you use this return label, **do not add postage** or insurance – just affix the label to your return parcel and drop it off at any postal outlet. Be sure to record your return address directly on the label and remove all other labels or stickers from the parcel before mailing.

**From/Exp. :**

Name/Nom :

Company/Compagnie :

Street/Rue :

City/Ville :

Postal Code/Code postal :

**Expedited  
Parcel**

Return Service

**Colis  
accélérés**  
Service de retour

**2**



**To/Dest. : Lee Valley Tools  
1090 MORRISON DRIVE  
OTTAWA ON K2H 1C2**

**K2H**



K2H1C2+C