

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

[] [] [] [] [] [] [] []
MONTH YEAR

X _____
SIGNATURE REQUIRED IF PAYING BY CREDIT CARD

Lee Valley Gift Card []

SALES TAX:
 NL, NB, NS, PE – add 15% of subtotal
 QC – add 14.97% of subtotal
 MB, ON – add 13% of subtotal
 BC – add 12% of subtotal
 SK – add 11% of subtotal
 AB, NT, NU, YT – add 5% of subtotal
EXEMPTIONS: all books taxed at 5%

Less value of goods returned

GRAND TOTAL