



**PRODUCT RETURN / EXCHANGE FORM**

**Purchase Information:**

Customer ID \_\_\_\_\_  
RA # \_\_\_\_\_  
Date of Purchase \_\_\_\_\_

**Customer Information:**

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City, State & Zip \_\_\_\_\_  
Phone \_\_\_\_\_

**If Returning** *Items Fill Out 1 & 2 Only:*

1 Items Returning \_\_\_\_\_  
2 Reasons for Return \_\_\_\_\_

**If Exchanging** *Items Fill Out 3 - 6 Only:*

3 Item Returning \_\_\_\_\_  
4 Exchanging For \_\_\_\_\_  
5 Reasons for Exchange \_\_\_\_\_  
6 Exchange Shipping to IF different from Customer Information:

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City, State & Zip \_\_\_\_\_  
Phone \_\_\_\_\_

**P & T Innovations, LLC associate spoke with:** \_\_\_\_\_

**Condition of Product (please explain):** \_\_\_\_\_

**Refund Policy:**

To return or exchange an item please print and fill out the form above in its entirety and include this form in your return package/box with the item you're returning/exchanging. Returns or exchanges that include this form will have a 2-5 business day processing time. All others are subject to a delay in processing. We will refund the purchase price of the order minus total shipping charges. Shipping charges are non-refundable, except in the event P & T Innovations, LLC shipped the wrong item(s). Refunds will only be made in the same form as the original payment within 15 business day of our receipt of a return/exchange. We recommend using a insured shipping method that is traceable so that your shipment will not be lost or damaged during the return shipment. We cannot be responsible for defects or damage caused by customer error.

**Send all Returns/Exchanges to:**

P & T Innovations, LLC  
Attn: Return/Exchanges  
P.O. Box 2573  
Matthews, NC 28106