



# MERCHANDISE RETURN FORM

## Return policy and conditions:

- 1) Products were purchased at a Canadian branch of Dexter Distribution Group of Canada (DDG).
- 2) The return process is initiated within 30 days of purchase. You have 15 days to return the products to the store.
- 3) The original packaging has not been damaged.
- 4) The product shows no signs of assembly or use, all joints are intact and all accessories that are part of the product are included (e.g. bolts, nuts, etc.).
- 5) If DEXTER has shipped the correct product, reshipment is at the customer's expense. In the event of delivery of an incorrect or defective product, reshipment will be covered by DEXTER.
- 6) All assembled products: a 15% restocking charge will be applied.
- 7) Any product returned without DEXTER's authorization will automatically be returned to the sender at the sender's expense.

DEXTER requires that all return requests be submitted online and accompanied by a duly completed form approved by the sales department. You can download the form by clicking on the button below. The document must be printed and placed with the merchandise to be returned, using masking tape that leaves no trace. A \$20 fee will be applied if the form is not enclosed with the return.

Please fill the form with all required information and documentation.

## Customer information

Client #: \_\_\_\_\_

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

## Purchase information

Product: \_\_\_\_\_

Purchased from: \_\_\_\_\_

Reason of return: \_\_\_\_\_

Amount: \_\_\_\_\_ Date of purchase: \_\_\_\_\_

## List of required documents to be provided with the claim

Copy of invoice/receipt

Copy of claim form

## For internal use only

Date received: \_\_\_\_\_ Verified by: \_\_\_\_\_

Amount: \_\_\_\_\_ Approved by: \_\_\_\_\_

Date of check request: \_\_\_\_\_