

DEFECTIVE PRODUCTS RETURN POLICY

To Our Valued Customers,

Due to the strict enforcement of defective goods policies by our manufacturers we are no longer able to accept defective goods without a defective goods return form. Please understand that it is impossible for us to return defective items to the manufacturer without knowing what's wrong with the product.

Also, please be advised that defective items returned at our will call counter will be turned away unless they are accompanied by the defective goods return form. If you are called on by one of our salesmen, please do your best to have your defectives separated and listed so we can pick them up along with your other returns to get your credit issued.

For all tools we will refer to the manufacturer's warranty policy and treat each tool accordingly.

As always, thanks for your cooperation, and we look forward to serving you with our new defective goods return policy.

DEFECTIVE RETURN FORM

Email request to: websales@iqrefinish.com

Required on ALL pages
 Page _____ Of _____
 Account # _____

ALL ITEMS RETURNED AS DEFECTIVE MUST BE ACCOMPANIED BY THIS FORM

Customer Information

Account #	Name	
Reference # (To display on actual credit)	Email Address	
Contact Name	Phone	Date
Customer Branch/Location (If applicable)		

Item Information Note: All returns are subject to inspection and do not guarantee credit.

LINE CODE	PART NUMBER	QTY DEFECT	EXPLANATION	BATCH CODE

<p>DUE TO THE STRICT ENFORCEMENT OF THE DEFECTIVE GOODS POLICIES BY OUR MANUFACTURERS, WE ARE NO LONGER ABLE TO ACCEPT DEFECTIVE GOODS WITHOUT THIS FORM.</p>	<p>IF YOU WISH TO RETURN TOOLS, PLEASE CALL US AT 303-243-5052</p>
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