

CTRL

CTRL Return/Exchange Form

Date: _____ Order #: _____

Name: _____ Address: _____

Phone: _____

Thank you for your order. We appreciate the opportunity to serve you. In the event that your order is not what you expected, please use this form for your return/exchange.

Returns:

- 1)! All returns and exchanges must be of unused items and must take place within the time frame specified on our website.
- 2)! Return your package via FedEx Ground, UPS Ground, or US mail, insured with tracking capability. (CODS are not accepted)
- 3)! Please fill out this form and include it with your return/exchange.
- 4)! A refund will be issued to the credit card used on the original order.
- 5)! Please allow up to 2 weeks for your credit card to be refunded.
- 6)! Items purchased without all original hardware are subject to replacement cost charges for the missing parts. (eg: screws, mounting plates, binding hardware etc.) These charges will be deducted from your credit.

Exchanges:

- 1)! All exchanges must be of unused items in new condition and must take place within the time frame specified on our website.
- 2)! We will send you exchange order by ground shipping free of charge.
- 3)! To speed up your exchange, you may place a new order on the phone or online. You will need to pay for the new order, but we will issue a credit to your card when we receive your returned merchandise.

Reason Codes:

A: Did we ship you the wrong item?	F: Arrived Too Late
B: Didn't Fit Right	G: Arrived Too Late
C: Too Large	H: Wrong Item Arrived
D: Too Small	I: Damaged In Shipping
E: Not As Expected	J: Damaged/ Defective

Items Being Returned:

Reason Code	Item Description	Price

Items Being Exchanged:

Reason Code	Item Description	Price
!	!	!
!	!	!

