



1090 Morrison Drive Ottawa ON K2H 1C2 (613) 596-0350

OFFICE USE ONLY

C 09/24

Order Number

Customer Number

RETURN AND EXCHANGE FORM

ORDERED BY (Please Print)		SHIP REPLACEMENT MERCHANDISE OR REFUND TO (Please Print)	
Address		Address	
Apt. #	P.O. Box	Apt. #	P.O. Box
City		City	
Province	Postal Code	Province	Postal Code
Date Returned	Home Telephone	Business Telephone	Fax

ITEMS TO BE RETURNED	REASON FOR RETURN
Requested course of action:	A. Not Satisfied D. Shipped product in error G. Other
Exchange <input type="checkbox"/>	B. Defective E. Received damaged
Refund <input type="checkbox"/>	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 or a defective product).

PRODUCT #	DESCRIPTION	QTY.	UNIT PRICE	TOTAL

<p>If we are out of stock on an item, it is likely that we will have more soon. Should we:</p> <p><input type="checkbox"/> Ship item as soon as possible at no extra shipping charge?</p> <p>OR</p> <p><input type="checkbox"/> Cancel your order for this item?</p>	<p>SHIPPING & HANDLING FEE: For ground delivery to one Canadian address.* Orders up to \$49.99 - \$10.00 Orders \$50 and above - Free</p> <p>*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.</p>	TOTAL OF GOODS	
		SHIPPING AND HANDLING (including surcharges)	
		SUBTOTAL	
		SALES TAX: Add sales tax applicable to the delivery address.	
<p>Paying for Your Order – Do Not Send Cash</p> <p><i>Please call Customer Service at 1-800-267-8767 to pay over the phone with a credit card or Lee Valley gift card.</i></p>		LESS VALUE OF GOODS RETURNED	
		GRAND TOTAL	