
SOUTHWEST STRINGS

1721 S Cherrybell Strav
Tucson, AZ 85713-1935

ATTENTION VALUED CUSTOMER:

Thank you for your order processed under Southwest String's quality assurance program.

Once you have carefully gone through your entire order, should you have any concerns, or; in the event you want to return or exchange any item(s), please follow these steps:

1. Call our customer service quality assurance department at 800-723-6900.
2. Plan your return to arrive at Southwest Strings on or before the thirty-day (30) deadline from the date of your invoice. Instruments and bows need special shipment consideration, see item eight (8) below.
3. For returns past the thirty-day (30) deadline, these items will be assessed for a handling/re-stocking fee, and be deducted from your total return credit. If returning an entire order, this fee will be equal to the original cost of shipping this order. String(s) or minimal weight orders will be assessed a minimum fee of \$4.00.
4. **IMPORTANT!** You will be charged for damaged or defective merchandise not returned to us. These items **MUST** be returned to us. Your return will allow us to discuss defective issues with our vendors to produce product improvements.
5. Request a return authorization number (RA#) and print it here _____
6. Print the invoice number (shown in the upper right hand corner of your invoice/packing slip): _____
7. Print Last name: _____ First name: _____ City, State, Zip: _____
8. Request specific instructions concerning return shipment carrier and timing your return correctly:

- United States Postal Service _____
- Federal Express _____
- United Parcel _____
- Special Freight Carrier _____

9. Re-package each item exactly as received. Items not securely packed will shift and do damage to delicate surrounding items and surfaces, especially instruments and bows. Please extend this care to all items, to avoid any damage fees.
10. Include this form (a copy is acceptable) with your return. Fold correctly to use above square as package label and cover entire label with clear shipping tape.
11. Write your return authorization number on the outside of your package(s).
12. Customer service representative assisting you with your return was: _____
13. Please complete the following (check all that apply):

- | | | | |
|-------------------------------------------------------------|-------------------------------------------------------------------------|-------------------------|--------------------------------------------|
| <input type="checkbox"/> Item is damaged/defective | <input type="checkbox"/> Item is the wrong size | I would like to: | |
| <input type="checkbox"/> I received the wrong quantity | <input type="checkbox"/> Quality is not what I expected | | <input type="checkbox"/> Return for refund |
| <input type="checkbox"/> I changed my mind | <input type="checkbox"/> Item looks different than on Internet/Brochure | | <input type="checkbox"/> Exchange |
| <input type="checkbox"/> I did not receive the correct item | <input type="checkbox"/> Other (Please explain:) | | <input type="checkbox"/> Repair |
- _____

Please allow 14 days to receive and process your return.