

CANCELATION / RETURN MERCHANDISE AUTHORIZATION REQUEST FORM

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To cancel an order, purchaser must obtain an RMA number before returning any product. To request an RMA number, Purchaser must furnish the date, invoice number, description of all items returned, and the reason for requesting an RMA number.

ORDER/CUSTOMER INFO

ORDER NUMBER			
ORIGINAL ORDER DATE	/ /	CANCELATION/RETURN DATE:	/ /
COMPANY NAME			
FIRST / LAST NAME			
PHONE NUMBER			
ADDRESS			
CITY / STATE / ZIP			

DESCRIPTION OF ITEMS TO BE RETURNED

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REASON FOR RETURN

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CANCELATION TERMS AND CONDITION

An order may be canceled, without any cancellation charges, within 48 hours of placement or until the ordered products are placed in transit, whichever comes first. After 48 hours of placing an order, an order may be cancelled while the merchandise is in transit, provided however that customer's will be charged for the cost of round-trip shipping of merchandise. All returns are subject to round trip shipping charges. If you decide to return an item that was part of our free shipping promotion, our initial shipping and handling costs will be deducted from the refund. For the purpose of this Agreement, merchandise is "in transit" after it has been deposited with a cargo carrier and before it is accepted by the customer. SPECIAL ORDERS MAY NOT BE CANCELED. Customer agrees to 15% Restocking fee and Roundtrip charges being deducted from original amount. Customer agrees not to dispute restocking fee and roundtrip shipping charges with a credit card company. Customer agrees to pack all returning merchandise carefully in original packing. Customer agrees to return all merchandise in the original non-defective condition.

Once the returned item has been received and verified to have all original contents and packaging and confirmed to be free of damage, the refund credit process will begin. Customers will be refunded via the same method in which the item was purchased or via check from Avetex Furniture. Refunds via check are typically issued within 14 business days of final approval. Items returned without the proper RA # or sent to the wrong location are subject to an automatic 50% restocking fee or complete forfeiture of your refund. If credit is to be given, it will be by store credit only. Please read your return instructions carefully to avoid delays and unnecessary expenses. Please do not request a charge back from your credit card company during the return process. Due to the time it takes to resolve charge back disputes, it is usually better to be patient and wait for the return process to run its course. If a chargeback has been submitted, we will not be able to credit you for your return until the chargeback mediation process has been completed. This process can take up to 180 days.

By signing I agree with the above cancelation terms and condition, and would like to request and RMA number.

SIGNATURE _____ **DATE** _____