



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

OFFICE USE ONLY

C 04/21

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

Requested course of action:

Exchange

Refund

REASON FOR RETURN

A. Not Satisfied

D. Shipped product in error

G. Other

B. Defective

E. Received damaged

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.*</p> <p>\$7.95 on orders up to \$20.00 \$9.95 on orders \$20.01 to \$50.00 \$11.95 on orders \$50.01 to \$100.00 \$13.95 on orders \$100.01 to \$150.00 \$15.95 on orders over \$150.00</p>	<p>*Shipping rates to remote locations not served by ground delivery are quoted on an individual basis by our Customer Service Department.</p> <p>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)	
<p>METHOD OF PAYMENT – DO NOT SEND CASH</p> <p><input type="checkbox"/> CHECK OR MONEY ORDER BY MAIL ONLY. IF YOU HAVE OVERPAID, A REFUND WILL BE SENT TO YOU.</p> <p><input type="checkbox"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p>X SIGNATURE REQUIRED IF PAYING BY CREDIT CARD <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p> <p><input type="checkbox"/> Lee Valley Gift Card <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/></p>			SUBTOTAL	
<p>SALES TAX: NB, NL, NS, PE – add 15% of subtotal QC – add 14.97% of subtotal ON – add 13% of subtotal BC, MB – add 12% of subtotal SK – add 11% of subtotal AB, NT, NU, YT – add 5% of subtotal All provinces – books are taxed at 5%</p>			LESS VALUE OF GOODS RETURNED	
			GRAND TOTAL	