

# Return/Exchange Form

NAME: \_\_\_\_\_  
EMAIL: \_\_\_\_\_  
STREET: \_\_\_\_\_  
CITY: \_\_\_\_\_  
STATE: \_\_\_\_\_  
ZIP CODE: \_\_\_\_\_  
COUNTRY: \_\_\_\_\_

## REASON CODES

- 01 Ordered Wrong Item
- 02 Incorrect Item Received
- 03 Arrived Too late
- 04 Not as Expected
- 05 Too large
- 06 Too Small
- 07 Unsatisfactory Substitute
- 08 Duplicate Shipment
- 09 Other/Please Explain
- 010 Defective

Thank you for your order. We appreciate your business and your satisfaction is our top priority. Returns are accepted within 30 days from purchase date and must be in brand new condition. A re-stocking fee of 5-10% may apply.

If for any reasons you wish to return your merchandise:

1. Fill out this form completely and include it with the merchandise you are returning.
2. Securely wrap any returned merchandise in sturdy packaging using strong tape. Be sure to enclose this form in your package.
3. Address all return to **The Speaker Exchange, Returns Dept. 8217 N. Nebraska Ave, Tampa, FL 33604**
4. For your protection, purchase insurance for your return shipment. Send by USPS, FedEx, UPS or DHL. **We do not accept COD's.**

Please tell us the reason why you are returning an item by writing the appropriate code in the "Reason Code" box below

**RETURNED ITEMS** Tell us about the item(s) you wish to return.

HOW MANY	SKU	DESCRIPTION	Please Specify: Replacement Exchange/ Refund	REASON CODE

**REPLACEMENT ITEMS** List the replacement or new item(s) you wish to receive from us.

HOW MANY	SKU	DESCRIPTION	COLOR/SIZE	PRICE

Refunds will be issued back to the original form of payment. If you are exchanging or reordering new parts, you can include your new payment info below.

- ☐ 1. As payment for price difference, please (check one): Charge my: ☐ VISA ☐ MASTERCARD ☐ DISCOVER ☐ AMEX
- ☐ 2. This is an even exchange ☐ Find my enclosed check or bank money order for \$

**Please allow 3 to 4 days for us to receive your merchandise, inspect it, carefully process your request and issue your refund or ship your exchange.**