

Return Policy

If for any reason you are not completely satisfied with your order, you may return the merchandise **within 90 days** from the date the items were shipped for either an exchange or refund. A prepaid Merchandise Return Label was included with your order in the box. Use the Return Label to return your purchase and shipping is Free. Please make note of your tracking number. If you have any questions contact us at 800-221-2942 or mail@garrettwade.com.

Returns from International Orders cannot be shipped using the Return Label. All International Order return shipping costs are at the customer's expense and will not be reimbursed. All International returns sent within 90 days will be automatically refunded the full returned merchandise cost when received.

Return Exchange Process

Please fill out the form below and place the item(s) you wish to return, along with this form, in the original packaging. Place the prepaid Merchandise Return Label on the outside of the box. You may either hand your package to a Mail Carrier or drop it off at the Post Office (USPS) or any UPS facility or store. (Visit www.ups.com for locations) Please do not call UPS to pick up your package as there is a \$10.00 fee for this service, which we will pass on to you.

Back Orders

Due to manufacturing or transportation delays, at times we may be unable to completely fill an order in the first shipment. If we have indicated, on the front of this form, that an item is on back order, we will provide you with an estimated shipping date. All shipping charges will be billed with the first shipment. No additional shipping charges will be billed when the back order is shipped.

Instructions For Returns: Please fill out this form, and include it with any return merchandise.

Return Reason Codes

- B1 Item Damaged (Outer Shipping Box Damaged)
- B2 Item Damaged (Outer Shipping Box NOT Damaged)
- Thank you for taking the time to indicate which type of damage occurred. It is very helpful to us.*
- B3 Defective *Specify:* _____
- B4 Quality not to my satisfaction / Item not as described
- B5 Item Missing Part(s)
- B6 Return No Reason
- B7 Wrong Item Shipped
- B8 Wrong Quantity Shipped

- B9 Wrong Item Ordered
- BA Duplicate Order
- BC Other *Specify:* _____

Additional Comments

Which would you like? (circle one) Refund Exchange for other item(s)

Returning Items:

Stock Number	Reason Code	Qty	Description	Total \$

Exchange for:

Stock Number	Qty	Description	Total \$

If the cost of the exchanged items is greater than the value of the returned goods, please enclose a check or write your Credit Card Number here: _____ Exp. _____ Signature _____

Thanks for Your Order

We truly appreciate your order and know that we need to earn your loyalty every time. For almost four decades - since 1975 in fact - we have taken earning trust and customer satisfaction very seriously. That's why we stand behind all the tools we sell. If you're not happy with anything, send it back - no questions asked.

If there is anything I can do to help or if you have a suggestion (or even just to say hi), my door (email anyways) is always open - garry@garrettwade.com. Thank you again for your order.

Best regards,
Garry Chinn
Founder & President

Garrett Wade

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mail@garrettwade.com

INVOICE NUMBER:

BATCH:

INVOICE DATE:

ORDER NO. /DATE

CUSTOMER NUMBER:

PAGE:

ORDERED BY:

SHIP TO:

PURCHASE ORDER NO.:

SHIPPING INFORMATION:

LOCATION	SHIPPED	ORDERED	●	PRODUCT NUMBER / DESCRIPTION	PRICE	EXTENSION

● STATUS CODES: B - ITEM BACKORDERED C - ITEM CANCELLED D - ITEM DROP SHIPPED N - NO LONGER AVAILABLE S - SHIPPED IN A SEPARATE BOX

Garrett Wade

Where Good Tools Come First. Since 1975.

Thank you for ordering from Garrett Wade. We hope you enjoy your purchase. Please visit our website at garrettwade.com to write a review on any product.