



RETURNS FORM

If you need to return an item, please fill out the form and follow the instructions below. If you have questions regarding the handling of your return before sending it back, please

contact us by e-mail

customerservice@hartvillehardware.com

or by phone

800-345-2396, M-F, 8am-6pm; SAT 8am-4pm

EST **for assistance.**

Order # _____

Name _____ Daytime Phone # _____

Address _____

City _____ State _____ Zip _____

Items Being Returned

SKU #	Product	Qty	Price

Reason for Return

(Check all that apply):

- Received Wrong Item
 Changed Mind
 Not Satisfied
 Ordered Incorrectly
 Received Damage
 Defective
 Wrong Size
 Other: _____

Comments - To help us process this return more quickly and efficiently, please provide any additional details which will further clarify the reason for the return:

What Actions Would You Like Us To Take?

(Check all that apply):

- Refund
 Exchange for other item(s) - specify item number, description, qty., & cost
 Replace returned item(s)
 Send additional item(s) - specify item number, description, qty., & cost

To Make A Return:

- 1) Complete the **entire** Returns Form.
- 2) Make a copy of the completed form for your records.
- 3) Carefully pack the return item(s) and completed form in a sturdy box.
- 4) Be sure to remove any previous shipping information.
(address labels, etc.) from the box.

5) **Send Returns To:**

Hartville Hardware
Attn: Returns
Dept. 13163 Market Ave.
N.Hartville, OH 44632

