NOTE: BEFORE RETURNING ANY MERCHANDISE OR CALLING, PLEASE READ BELOW.

Your order has been carefully packed and thoroughly inspected and we hope that you are pleased with the item(s) you have selected. Please check the contents of this (and any other cartons) immediately against item(s) marked as shipped on the front of this form. Item(s) listed as BACK ORDERED have NOT been charged and are NOT contained in this shipment, but will follow shortly, as they were not in stock when your order was being filled. (Orders paid by check, of course, are fully prepaid, including back ordered items.) Report any discrepancy or damage to us immediately.

RETURN INSTRUCTIONS

INSTRUCTIONS

1. Please complete the form below and enclose it with your returned merchandise.
2. Help us improve service and quality by noting your reason for return.
3. Send package back to us via Parcel Post (Standard B) insured mail, First Class insured mail (13 oz. or less) or UPS (**no private mailing facilities, Priority Mail or Express Mail**) and save your receipt as record of return. Sorry no C.O.D. Use the label below to return merchandise
4. If you need a Customer Service Representative to assist you, call 1(800) 244-9116. 8am - 5pm EST, M-F. Or, e-mail us at **CUSTSERV@JSLS.COM**.

DESIRED ACTION *Check Appropriate Box*

- ❑ Please exchange
- ❑ Please refund (by method of payment)

("Allow 2 weeks for a refund after merchandise is received if you paid by check. If you paid by credit card, your refund will appear as a credit on your statement within 4-6 weeks after we receive merchandise.")

REASON FOR RETURN *Please circle reason code below for each item returned.*

01. Received Damaged	20. Item is Defective	33. Arrived Too Late
02. Wrong Item Received	27. Size too small	34. Not as Described/Pictured
07. Wrong Quantity Sent	28. Size too large	38. Other _____
11. Quality Not as Expected	31. Duplicate Shipment	

RETURNED ITEMS

Please fill in reason, quantity, item number and title of item(s) being returned.

ORDER #

REASON	QTY	ITEM #	DESC

EXCHANGE FOR *Please fill in quantity, item number and title of item(s).*

QTY	ITEM #	DESC

From (Please Print) ☐ Mr. ☐ Mrs. ☐ Ms. ☐ Miss

NAME _____

ADDRESS _____ **APT.** _____

CITY _____ **STATE** _____ **ZIP** _____

ORDER # _____

Since 1914 Johnson Smith Co® Value • Quality • Service • Satisfaction

4514 19th ST. COURT EAST
BRADENTON, FL 34203-3799
UNITED STATES OF AMERICA

PAYMENT

Please check form of payment for additional items or difference in price of exchanged item(s).

- ❑ Check enclosed
- ❑ Visa
- ❑ MasterCard
- ❑ American Express
- ❑ Discover

If we have a question regarding your return/exchange, would you like to be contacted via e-mail?
❑ Yes ❑ No

E-mail Address: _____

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16

The Card Identification 3 or 4 digit number (VISA, MC, DISC - 3 digits) is printed on the signature panel on the back of your card immediately following the card account number. (AMEX - 4 digits) is on the front of your card, above your card number. It is used for your protection in Internet, Mail and Phone order transactions as an additional fraud prevention tool designed to verify you have actual possession of the card.

Card I. D. #

1	2	3	(4)

Signature _____

Exp. Date _____

From (Please Print) ☐ Mr. ☐ Mrs. ☐ Ms. ☐ Miss

Name _____

Address _____ Apt. _____

City _____ State _____ Zip _____

TO: JOHNSON SMITH COMPANY
ATTN: RETURNS DEPT
4514 19TH STREET COURT EAST
BRADENTON, FL 34203-3799 USA