

# Stewart-MacDonald Customer Service

Call: 800-848-2273 (USA and Canada, 9-5 Eastern time)

Fax: 740-593-7922

E-mail: Use the [E-mail us](mailto:stewmac@stewmac.com) link at [www.stewmac.com](http://www.stewmac.com)

## Mailing address

Stewart-MacDonald

21 N. Shafer St.

Athens, OH 45701

## Our guarantee

If any item fails to meet your expectations, you may return it, unaltered, for a refund or exchange.

### Contact us immediately if:

- **YOUR ORDER WAS DAMAGED IN SHIPMENT** (Save the original carton, packing materials and damaged goods)
- **YOU RECEIVED A DEFECTIVE ITEM, OR ONE THAT DID NOT PERFORM AS EXPECTED** (Direct your communication to our **Technical Dept.**)
- **THERE ARE ITEMS YOU DIDN'T ORDER, OR MISSING ITEMS** (Please check your invoice first for backorders or partial shipments)
- **YOU WANT TO RETURN AN ITEM FROM OUTSIDE THE USA OR CANADA** (Direct your communication to our **International Dept.**)

If you need to return an item, please complete Steps 1, 2, and 3, and include this invoice with your shipment.

**CUSTOMER NAME:** \_\_\_\_\_

### STEP 1 I am returning:

Quantity	Product #	Description	Price each	Reason code	Total
				<b>TOTAL</b>	

#### Reason codes:

- A** Didn't like (please indicate why below)      **D** Damaged in shipment  
 **B** Defective (please describe below)          **E** Incorrect order  
 **C** Didn't fit      **F** Don't need

Additional information for **REASON CODES** A and B: \_\_\_\_\_

### STEP 2 Send me:

Quantity	Product #	Description	Price each	Total
<b>Shipping</b> (see shipping rates in our catalog or at our website)				
				<b>TOTAL</b>

### STEP 3 Refund or payment instructions:

If there is a balance **DUE TO STEWART-MACDONALD**, please indicate your method of payment.

- Visa      MasterCard      Discover      JCB (Japan)

Account # \_\_\_\_\_

Cardholder name: \_\_\_\_\_

Expiration date: \_\_\_\_\_

- Bank draft, money order or check

Last 3 digits of the number printed on the signature panel on the back of your credit card: \_\_\_\_\_

If there is a balance **DUE TO YOU**, please indicate your preference.

- Credit toward a future order with Stewart-MacDonald  
 Issue a refund based on my method of payment (we will credit your credit card for charged orders, and issue a refund check for orders paid by money order or check)