



## RETURNS AND EXCHANGES

Order Number (if available): \_\_\_\_\_  
 Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
 Email: \_\_\_\_\_ Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

### ITEMS BEING RETURNED:

Item	Qty.	Price	Total

### REASON FOR RETURN (PLEASE CHECK ONE):

- Defective                                       Dissatisfied (Explain Below)                                       Wrong Quantity  
 Wrong Merchandise Received                                       Wrong Merchandise Ordered                                       Other (Explain Below)

Comments: \_\_\_\_\_  
 \_\_\_\_\_

### PLEASE CHECK THE APPROPRIATE BOX:

- Exchange                       Refund                       Store Credit

### FOR EXCHANGES, PLEASE FILL OUT THE FIELDS BELOW:

Item	Qty.	Price	Total

If the item(s) you're requesting are more expensive, you will be required to pay the difference. If your item is of equivalent value, you will be required to pay the return shipping. Please fill out the payment form below if either applies to you.

**Payment Method:**  Money Order  Credit Card  Please call me  PayPal Invoice (email: \_\_\_\_\_ )  
 Card Number:

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Amount: \_\_\_\_\_ Exp Date (mm/yyyy): \_\_\_\_\_ Name on Card: \_\_\_\_\_ Security Code (back): \_\_\_\_\_  
 \$ \_\_\_\_\_

Signature: \_\_\_\_\_

**TO RETURN AN ITEM:**

- Completely fill out this return form
- Enclose the return form with the item(s) in the box
- Affix the return address label below on the outside of the box
- You are responsible for shipping costs unless determined to be our error
- Send the package back us by any service and insured for its full value with tracking information (at your discretion)
- COD packages will be refused. Fees charged by packaging centers will not be reimbursed.

**What is our return policy?** Due to the nature of our products, TRS does not accept returns on HID bulbs. Other parts may be returned as new in their original, unopened packaging and will be subject to a 25% restocking fee without exception. If the kit you ordered will not fit your application, we will gladly accept it back in exchange for full credit towards any other item from our store. Due to the high volume of incoming and outgoing packages each day, if no return form is included: we cannot guarantee that your return will be processed until contact is made and proof of delivery (i.e. tracking information) is furnished. No returns will be accepted after 30 days of receipt.

**What is our exchange policy?** Our customers are welcome to return an item in like-new/unused condition in exchange for credit towards another part within 45 days of receipt. For example, you ordered projector "X" but changed your mind and now want to use projector "Y". Your exchanged part must be in like-new condition and include all original accessories and packaging for full credit. If no exchange form is included, your exchange will not be processed until contact is made.

**Who pays for shipping on returns or exchanges?** The customer is responsible for shipping costs to and from our shop. However, if the exchange is necessary because of our mistake, we will cover all shipping charges involved.

**Use this address label and ship via US Postal Service, UPS, or FedEx. Tracking information and insurance is highly recommended. Please keep your shipping receipt.**

**From:**

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**TO:**

**The Retrofit Source Inc  
2135 Defoor Hills Road  
Suite H  
Atlanta, GA 30318**