

# MERCHANDISE RETURN FORM

## (This form must be completed and accompany all returns)

**Send to:** Customer Returns, Capital Tractor Inc., 1498 Furnace Street, Montgomery, AL 36104.

Complete and return this form with merchandise. Send insured and postage-paid. UPS automatically insures up to \$100. We will refuse packages sent COD. We will refund standard ground service shipping costs if we made an error, or your product was defective. You may be charged shipping and handling on exchange items that are not like items. If you need assistance call **1-800-239-3112**.

**Before you start—Call for your Return Authorization Number.**

Company Name _____	Return Authorization # _____
Individual Name _____	Customer # _____
Address _____	Invoice # _____
City _____ State _____	Daytime Phone (     ) _____
Zip Code _____ Country _____	Evening Phone (     ) _____

### LIST OF ITEMS RETURNED

REASON CODE*	ITEM NUMBER	QUANTITY	DESCRIPTION OF ITEM	PRICE EACH

\* To speed up your return, we ask that you provide the reason for your return by placing one of the following codes in the first column marked Reason Code.

- |  |  |                                 |
|--|--|---------------------------------|
| <b>BO</b> Back order received too late | <b>NP</b> Not as pictured or described (explain below) | <b>WS</b> Wrong size            |
| <b>DA</b> Damaged (explain below)      | <b>DQ</b> Disappointed in quality (explain below)      | <b>CH</b> Changed my mind       |
| <b>DE</b> Defective† (See below)       | <b>OW</b> Ordered wrong                                | <b>WI</b> Wrong item shipped    |
| <b>NO</b> Item not ordered             | <b>CODR</b> COD refused                                | <b>OT</b> Other (explain below) |

Explanation \_\_\_\_\_

**† Defective Items (DE):** Defective items require equipment model, serial #, hours at installation/current hours and defect description to be covered for warranty replacement.

Please enter this information below if your item is defective.

ITEM NUMBER	EQUIP. MODEL	Serial #	HRS. when PART(S) INSTALLED	CURRENT HRS.	DETAILED DESCRIPTION OF DEFECT

### SELECT YOUR EXCHANGE OR REFUND

(NOTE: CORE REFUNDS CAN TAKE UP TO 4-6 WEEKS.)

- Even Exchange    
 Exchange for Items Below    
 Credit Card Refund†    
 Place Open Credit on My Account

† Credit will be issued to the card used on your original order.

ITEM NUMBER	QUANTITY	DESCRIPTION	PRICE	TOTAL

\*\*INCOMPLETE RETURN FORM MAY DELAY YOUR REFUND AND REQUIRE A 10% RESEARCH PENALTY FEE.