

Merchandise Return Form

How to Return Merchandise:

If your merchandise was damaged in shipment; KEEP THE ORIGINAL SHIPPING CARTON and immediately call 1-877-925-5132. If you want to return an item for exchange or refund – follow these instructions.

1. CALL US TOLL FREE AT 1-877-925-5132 TO GET AUTHORIZATION!

Products **MUST** be returned within **30 days of invoiced date** for a refund (*excluding shipping/handling charges*) if returned within that 30 days in the original unopened package. There will be no refunds on products that have been used or are not returned complete. All returned merchandise must be returned in the condition it arrived including all original packaging and paperwork in order to receive a refund, credit, or replacement item. **Any items returned will be subject to a 15% restocking fee plus Septic Solutions' original expenses for shipping and handling charges. Risers, lids, and accessories are subject to a 25% restocking fee plus Septic Solutions' original expenses for shipping and handling charges. The restocking fee covers costs incurred by Septic Solutions, Inc. during the processing, handling, and return of an order.** All sales are final on Special order, Built to Order, and Custom Order items. These products are non-returnable and non-refundable.

2. COMPLETE THIS RETURNS FORM AND RETURN WITH COPY OF ORIGINAL INVOICE.

Return this form with the items being returned along with a copy of the invoice. **This form must be completed in its entirety before a refund or credit will be processed.** By returning an item the customer agrees to the terms and conditions set forth herein. If exchanging an item, please be sure to list the items desired in exchange.

3. ITEMS MUST BE RETURNED IN THE ORIGINAL BOX WITH ORIGINAL PACKING.

4. RETURN YOUR ITEM(S) VIA FEDEX, UPS, OR BY USPS MAIL.

For your protection insure the package for its full value. Septic Solutions accepts no responsibility for lost or uninsured packages. Shipping and handling costs are not refundable. Packages must be prepaid. Packages returned C.O.D will not be accepted.

5. KEEP YOUR RETURN SHIPPING RECEIPTS UNTIL YOU HAVE RECEIVED YOUR REFUND.

Septic Solutions reserves the right to require proof of return shipment, in the form of a receipt, to credit your account.

If this return policy is not strictly adhered to, Septic Solutions will not be responsible for issuing any credits or refunds on any products returned for any reason. Returns and exchanges are accepted only for items purchased from Septic Solutions, Inc. and only with prior authorization in accordance with the conditions set forth herein.

Authorized Returns should be sent to:

Septic Solutions, Inc. * 314 W Center Street * Dieterich, IL 62424

Your Name As It Appears on the Invoice: _____

Your Invoice Number (in upper right hand corner): _____

Listed below are reasons for returning items to us to help us process your return more efficiently.

Reason For Return (Please check all that apply):

() Ordered Wrong Item () Changed Mind () Dissatisfied, Why? _____

() Ordered Extra () Quality Not as Expected () Other _____

Comments: _____

Refunds will be issued in the manner original payment was received. If payment was made by credit card, you will receive a refund to that card. Please allow 7-10 days for Septic Solutions to process your return once it is received.

Authorized Signature of Returner: _____ Date: _____