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 905-850-9280
 Toll Free: 866-584-4293

Fax: 416-746-1465
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QUICK AND EASY RETURNS

Complete this form and fax it to Stone & Webster Office Products Inc.
 at (905) 850-9583 (416) 746-1465 we will fax back a confirmation

Reason for return for supplies only (For peripherals, please contact our customer service (905) 850-9280 or (416) 746-2331)

- A. STONE AND WEBSTER SALES ERROR, 10 day limit
- B. STONE AND WEBSTER WAREHOUSE ERROR (stock received does not match packing slip) 10 day limit
- C. DEFECTIVE GOODS, 15 day limit. If product is returned as defective but is not, 15% restocking will be added
- D. CUSTOMER DOESN'T WANT, from date of purchase, a 15% restocking fee will be applied for IT products, 30 day limit
- E. CUSTOMER DOESN'T WANT, from date of purchase, all OP products can be returned within 30 days

Non -returnable items

- It was not purchased from Stone & Webster Office Products
- Items that have been used and /or marked with inscriptions, labels, etc. Any visible marking is unacceptable.
- There is writing on the item e.g. number, someone's name, etc.
- The carton is defaced: There is writing that cannot be covered or a label had been carelessly torn off (removed)
- It has been opened. This may or may not be an issue. If flaps on a box can be closed, fine. Blister packs, items in the manufacturer's Plastic wrap that have been opened cannot be restocked. Item that have been taped up with duct, Scotch, masking tape cannot be restocked. Any item where the manufacturer's seal has been broken or tear strip pulled is not. Item must be repackaged properly; the box must close easily without bulging or splitting.
- Discontinued items- Please call your Stone & Webster representative

Customer: -----

Your name: -----

Date: -----

Customer Must Fill:

Do you want a replacement for defective products:

<u>QTY</u>	<u>PRODUCT CODE #</u>	<u>INVOICE # or PACKING SLIP #</u>	<u>PRICE</u>	<u>A, B, C</u>	<u>PLEASE EXPLAIN REASON (A, B, C,)</u>

Product # and Invoice or Packing Slip # must be completed or will be sent back to customer

FOR OFFICE USE ONLY

Your R.A# is:

RA# must appear on the OUTSIDE of the box.