

# RETURNED MERCHANDISE AUTHORIZATION FORM



We strive to make sure each order is correct and on time. If there is an issue with your order, please call **Customer Service 1-800-929-0927**, choose your language, then option #2 to talk to a friendly person who can help you with your order. *We value your business and we're only satisfied when you are.*

\*To return merchandise you must call **(800) 929-0927** to obtain a **RETURNED MERCHANDISE AUTHORIZATION (RMA) #.**

[ **RMA NUMBER (\*required)** ]

**NAME** \_\_\_\_\_

**ITEM(S) RETURNING** \_\_\_\_\_

\_\_\_\_\_  
Please take a moment to describe the reason you are returning merchandise.

**REASON FOR RETURN** \_\_\_\_\_

**SEND TO:**

All-Wall Las Vegas

ATTN: RETURNS

**RMA #** \_\_\_\_\_

5800 S Valley View

BLVD. #109

Las Vegas, NV

89118-3137

Signature \_\_\_\_\_ Date \_\_\_\_\_

I have read and understand the terms and conditions stated on the facing page.

# THANK YOU

We value your business and we're only satisfied when you are.



We're here to help! — Ericka Sanchez  
Customer Service Representative

## PROBLEMS WITH YOUR ORDER?

We have taken every precaution to make sure that your package has been shipped in the best possible way. If there are any issues with your order please follow these steps:

### MISSING ITEMS?

Check all boxes and packing material closely. Often times, smaller items are wrapped in paper, bubble wrap, or packing peanuts. Small parts can sometimes be taped to other tools or the inside flap of the box. Please inspect both top and bottom flaps. If there are items missing from your order you must CONTACT ALL-WALL CUSTOMER SERVICE WITHIN 48 HOURS. (800) 929-0927. After this time window, Missing item claims will not be honored (Do not discard box or packing materials). Also, check the packing list to see that the missing items are not listed as back ordered.

### DAMAGED ITEMS

We take extra care to make sure that your items are packed properly. If you receive a damaged product, please call us immediately (800) 929-0927. Do not discard the box or any of the packing material. In order to file a claim for missing or damaged merchandise you must carry out these instructions within 48 hours (or equivalent business days).

### SAVE YOUR PACKAGING

Keep all packaging for at least 30 days. Returns will not be accepted without original packaging. The carton used for the Automatic Taper is specially designed to reduce UPS shipping charges due to dimensional weight. Please save this carton for the length of time you own the tool. Saving the carton will drastically reduce freight costs associated with repair or warranty service.

### RETURNS & EXCHANGES

All-Wall is committed to your satisfaction. Unless otherwise stated, All-Wall will accept merchandise in good, clean, working condition without penalty for a period of 30 days from the date-of-purchase. After 30 days, used merchandise that is found to be defective will, at All-Wall's sole discretion and accordance with manufacturer warranty, be exchanged or repaired without additional charges. Returns WILL NOT be accepted after 30 days from date-of-purchase.

### RESTOCKING FEE - STILTS

There will be a 15% restocking fee on all used stilts. "Used" applies to any product that has been removed from its original packaging.

### BASIC RETURN PROCEDURE

TO RETURN MERCHANDISE, YOU MUST CALL **(800) 929-0927** TO OBTAIN A RETURN MERCHANDISE AUTHORIZATION (RMA). Returns without a (RMA) will not be accepted. This number must appear on all correspondence and packages sent to All-Wall. Returned merchandise must be sent via prepaid freight. We suggest returns to be shipped via ground shipping. If you return your product via a faster, more expensive shipper, you incur the expenses yourself and any request for reimbursement will be denied. COD and Freight Collect packages will not be accepted. Although shipping is free on some orders, your refund amount will be less the actual shipping fees (ground or otherwise) on product returns.

### RMA CONDITIONS

Return Merchandise Authorizations (RMAs) must be valid, unexpired, and issued for the product being returned. RMAs are valid only within the 30 day time line specified in the Basic Return Procedure or the shorter time lines specified in the Special Return Procedures above, whichever is shorter. Only one RMA is issued per return. When it expires, you may no longer return your product.

### SPECIALTY ITEM RETURNS

Paint & Texture Sprayers must be returned within 15 days from date of purchase and are subject to a 15% restocking fee. Bargain Bin, Discount, or Refurbished items are not eligible for return, but are eligible for warranty repair. Airless paint sprayer tips must be unused, and in the original packaging to be eligible for return. Books, DVD's, Scaffolding, Lubricants, Texture Cans, No Pock, SuperBond, Ultraflex, Strait-Flex, Levelline, Mega Tapers, Speed Tapers, Taper Extensions, and any Special Order Items are not eligible for returns of any kind. Specialty Items eligible for return must follow the Basic Return Procedure, and complete return criteria.

### RETURNS MUST BE COMPLETE

All-Wall will only accept items that are returned complete, and intact. Missing parts, incomplete case quantities or partially used case quantities will not be accepted. If the returned item(s) does not match all applicable criteria listed below,

it will be rejected by our Returns Warehouse and returned back to you. Consequently, your RMA will be nullified and any credit requested will be denied. Our arrangements with our suppliers and manufacturers do not allow us room to make exceptions

### ALL RETURNS MUST INCLUDE THE FOLLOWING:

1. A valid Return Merchandise Authorization (RMA) must accompany all returns, and be visible on the outside of any packaging.
2. Original packaging (original box, paperwork, replacement parts, etc.) and Manufacturer documentation (manuals, dvds, warranty cards, registration information, etc.)
3. All accessories or free items (extra parts, additional freebies, etc.). If your item came with accessories or free items these items must also be returned.
4. Items must not be altered in any way. This includes engravings, paint, or any other interior or exterior modifications
5. REASON FOR RETURN FORM filled out and signed (available to the right, or download from our website)

If your returned item(s) does not match all applicable criteria listed it will be rejected by our Returns Warehouse and returned back to you. Consequently, your RMA will be nullified and any credit requested will be denied.

### AFTER THE RETURN IS RECEIVED BY ALL-WALL

Please allow up to fourteen days for your return to arrive at our Returns Warehouse, delivery times vary based on shipper selected. Your return will be processed within 5-7 business days (excluding Saturdays, Sundays, and holidays) after receipt of the item. Your original method of payment will be credited as soon as possible after your return is processed and approved. The exception to this rule is that if you paid by wire transfer, you will be refunded by a company check sent to the person and address entered in the "Bill To" information on the order. Replacement orders must be handled separate from any return and/or RMAs issued. All-Wall will not cross-ship items.

# HOW ARE WE DOING?

We value your business and we're only satisfied when you are.

ANGUS THE ALL-WALL DOG

## “WE'RE LISTENING!” TELL US WHAT YOU THINK

**FAX THIS SURVEY TO (425) 823-3747 AND RECEIVE 10% OFF YOUR NEXT ORDER OVER \$299!\***



\*MUST MENTION PROMO CODE: **FEEDBACK** when placing next order.

Order must be placed within 15 days from last order date to receive discount. Cannot be used with any other promotion or sale. Applies to all regular priced catalog items. Does not apply to all Sprayers, Spray Rigs, Set Specials and Combo items. This discount is available once per customer.



First Name	Last	Your Company		
Address		City	State	Zip
How would you rate All-Wall versus other drywall tool stores (please circle) [Best] [Better than most] [Average] [Worst]				
What is the #1 factor for which company you decide to purchase with? [Selection] [Service] [Price] [Sales Person] [Website]				
Do you use customer product reviews? [Always] [Sometimes] [Never]				
How do you like to shop for tools? (please check all that apply) <input type="checkbox"/> Catalog <input type="checkbox"/> Web <input type="checkbox"/> Phone <input type="checkbox"/> Store				

**PLEASE RATE** (according to scale at right)

**EXCELLENT**

**POOR**

ALL-WALL's knowledge about products and services.	<input type="radio"/>				
How would you rate your overall experience?	<input type="radio"/>				
How would you rate the quality of the products you purchased from ALL-WALL?	<input type="radio"/>				
The likelihood I would buy from All-Wall again.	<input type="radio"/>				

THROUGHOUT MY PURCHASE I FELT...

a. All-Wall's shipping options and pricing were...	<input type="radio"/>				
b. All-Wall's representatives treated me like priority number 1 at all times.	<input type="radio"/>				
c. All-Wall had the best products.	<input type="radio"/>				
d. All-Wall had the best prices.	<input type="radio"/>				
e. All-Wall was the easiest to shop with.	<input type="radio"/>				

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