

RETURN / DAMAGED FORM

EVERYTHINGPONTOON.COM
 3450 South 1100 West-57
 Larwill, IN 46764
 1-260-799-4764

Authorization # _____
 Date of Return _____

Quantity	Produce code	Description of product	Price

REASON FOR RETURN (Please Circle one)

- *1 Wrong Item Shipped
- *2 Item Damaged in shipment
- *3 Incorrect color
- *4 Other (Please describe) _____

IF INCORRECT ITEM OR COLOR PLEASE FILL IN BELOW TO REORDER

Quantity	Product Code	Description of Product	Color Major	Color Accent	Price

Return from Information (Make sure if you are receiving a replacement item this is the ship to address also:

NAME: _____
 ADDRESS: _____
 CITY/ST/ZIP: _____
 HOME PHONE: _____
 OTHER: _____

for office only: Inspected by: _____ Approved by: _____ Ship Date: _____
--

ADDITIONAL INFORMATION OR COMMENTS:

DAMAGE AND RETURN INFORMATION:

- **ORDER CANCELLATIONS:** If you wish to cancel your order after it has been shipped or while it is in transit, CONTACT US immediately. Please note that SLL shipping costs and fees incurred to cancel or reschedule the shipment will be the customer's responsibility.
- **DAMAGED ITEMS:** If your order is damaged during transit, please CONTACT US immediately (at the time it is received). It is very important that you keep your original packaging materials and cartons that your order was shipped in. If you notice at the time of delivery your item(s) are damaged, you can either refuse your shipment or have the carrier's driver note the damage on the bill of lading. In order for your damage claim to be expedited quickly please take photos of the damage, outer carton and inside merchandise. CONTACT US IMMEDIATELY. If you do not contact us immediately, all damages are at your expense.
- **CARPET:** Carpeting has to be rolled as compact as possible for us to meet shipping requirements to our customers. Because of the reason we will NOT exchange or refund your money on carpeting purchases unless it is damaged during transit, or the wrong product is shipped. DO NOT REMOVE THE CARPETING FROM THE ORIGINAL BAG THAT IT IS SHIPPED IN, OR RETURN OF THE DAMAGED OR INCORRECT CARPET WILL NOT BE POSSIBLE.
- **INITIAL OPENING OF CARTON:** DO NOT use any sharp object to open your boxes or cartons. Open your new products with care. Any damage from opening are at your expense for replacement.

PROCESS FOR RETURNS:

In the event you need to return merchandise to EverythingPontoon, you must contact us at 1-866-820-6142 to receive an authorization number. You may not return any merchandise without this number or form. You will need to put this on your Authorization Return Form, (download PDF form [here](#)). This form MUST accompany the returned merchandise and filled out in its entirety. The process used to return merchandise to us will depend on the carrier used to deliver your order and what merchandise is being returned.

Once a return is received, inspected and approved, your new item will be processed within 7 – 10 business days. Please note any returned merchandise showing signs of wear from use or damage not from transit will not be exchanged or refunded. Unfortunately, we cannot accept parcels sent freight collect or COD. Customers wishing to make returns are responsible for the costs associated with shipping the product back to our facilities.

If you are returning an Item(s) for other reasons than Damage or incorrect product, this will be at your own expense and a 25% restocking fee will be implemented. Credit will be issued after completion of inspection. Item(s) must be in the quality condition as it was received before credit is issued.