E.B. BRADLEY CO.

SPECIALTY HARDWARE & SURFACING PRODUCTS

PROBLEM SHIPMENT FORM

FAX TO ONE OF OUR SIX LOCATIONS:

Los Angeles, CA	Anaheim, CA	San Diego	Hayward, CA	Portland, OR	Seattle, WA
(323) 585-9209	(714) 238-6284	(858) 684-5077	(510) 732-5163	(503) 261-2799	(253) 856-7572

Page _____ of _____ Date: _____

To request reshipment of merchandise, a return goods authorization, or help in processing a claim with a freight carrier, fax this form to any one of our six locations.

Your Name: _____ Your Telephone #: _____

Your Company Name: _____ Your E.B. Bradley Account #: _____

For problem related returns (concerning shipping errors, shortages, freight damages)

Merchandise was shipped to:

Recipient: _____ Shipped via: _____

Street Address: _____ Date Shipped: _____

City, State. Zip Code _____

Invoice # /Order #: _____

Detailed statement of problem (defective, shortage, overage, damaged). Please tell us what you'd like as a resolution of this problem.

_____

_____

_____

_____

If Shortage, # of cartons received _____ If received short, was shipment signed as short? ❑ yes ❑ no

Were any cartons damaged? ❑ yes ❑ no If yes, was shipment signed for as damaged? ❑ yes ❑ no

Explanation of damage _____

Upon approval, a return goods authorization (RGA) will be sent to you.

❑ Check here is replacement merchandise is to be reshipped.

Item #: _____ Item #: _____

_____ _____

_____ _____

_____ _____

If our error, we will pay freight charges up to a maximum of the original freight charges.

Next day air, second day air, any overnight service, etc. will be your responsibility.

How shall we ship? _____

For request to return items not problem related

Please list items, quantities and our invoice #'s purchased under

_____

_____

_____

Note: There may be 15% restocking charge. See our terms and conditions of sale
If you need assistance, phone our CUSTOMER SERVICE department.
SPECIAL ORDERED ITEMS ARE NOT RETURNABLE