

# E.B. BRADLEY CO.

SPECIALTY HARDWARE & SURFACING PRODUCTS

## PROBLEM SHIPMENT FORM

FAX TO ONE OF OUR SIX LOCATIONS:

Los Angeles, CA  
(323) 585-9209

Anaheim, CA  
(714) 238-6284

San Diego  
(858) 684-5077

Hayward, CA  
(510) 732-5163

Portland, OR  
(503) 261-2799

Seattle, WA  
(253) 856-7572

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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 if 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**