

# RETURN AND EXCHANGE FORM

▼ Print this form & Use label below ▼

It is not uncommon to have application questions on many of the products we carry. Before returning any product, please contact our technical department at 800-253-0541 6:00AM - 9:00PM CST Monday through Friday.

Damaged in shipment?

Please save the item and its packaging, then notify us by phone using our toll free number 800-253-0541. We will notify the carrier to inspect and arrange for the pick up of the damaged item.

Please print all information	Cust # _____
Name _____	
Address _____	
_____	
City _____	
State _____	Zip _____
Daytime phone # _____	

*All items must be returned within 30 business days in original box and be in new condition, or they will not be accepted. Shipping charges are not refundable. VHS/DVD's, Computer Software, CD's, Reports and AIA documents are **not** returnable and will be refused by our receiving department.*

## Return Merchandise Please insure any merchandise you are sending back.

Qty	Item Number	Description	Reason Code

## Desired Action

replacement       credit my Construction Book Express account for future purchases  
 exchange       refund my payment

- ### Reason for Return
1. Incorrect Item ordered
  2. Incorrect item shipped
  3. Defective item
  4. Not as advertised
  5. Damaged in shipment (save box & all contents for claim & contact us immediately)
  6. Item unavailable when needed
  7. Already purchased this item
  8. Poor quality
  9. Too advanced for application
  10. Other \_\_\_\_\_

## Exchange or Replacements

To make exchanges easier, please list items you would like to exchange or replace

Qty	Item Number	Description

### Payment for Difference On Exchange Items

Check enclosed  
 Credit Card Type \_\_\_\_\_  
 Card No. \_\_\_\_\_  
 Exp. Date \_\_\_\_\_  
 Signature \_\_\_\_\_

**If you wish to place a new order:**  
 Call 800-253-0541 24 hours a day seven days per week or fax your order form to 800-647-7233  
 Also, visit our website at [www.constructionbook.com](http://www.constructionbook.com)

CONSTRUCTION BOOK EXPRESS  
 ATTN: RETURNS DEPARTMENT  
 401 S. WRIGHT RD.  
 JANESVILLE, WI 53547-5196

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