

Texas Legacy Brands Return Authorization Request Form

Please complete the form below to process your request. Incorrect or incomplete information will delay your request. Product returned to Texas Legacy Brands through no fault of the company will be subject to a 25% restocking charge. Shipping and handling charges along with any charged freight are NONREFUNDABLE in all occurrences with Texas Legacy Brands. All returns must be shipped prepaid and goods must be in resalable condition to receive credit. NO RETURNS AFTER 14 DAYS. ALL APPROVED RETURNS WILL BE FOR PRODUCT CREDIT ONLY.

A Texas Legacy Brands representative will contact you with instructions for this claim.

GENERAL INFORMATION

COMPANY:		SHIP TO:	
CONTACT(full name/dept):		CONTACT(full name/dept):	
ADDRESS:		ADDRESS:	
CITY/STATE/ZIP:		CITY/STATE/ZIP:	
PHONE:		PHONE:	
FAX:			
EMAIL:		ITEM IN ORIGINAL PACKAGING?	
SUBMITTED BY:		USED PRODUCT?	
RECEIVED DATE:		HAVE YOU TROUBLESHOOTED	
PO#:		ITEMS NOT WORKING?	
TRACKING:		HOW LONG HAVE PRODUCTS BEEN	
TLB INVOICE#:		AN ISSUE?	

SPECIFIC CASE INFORMATION

PROBLEM (Please state as thoroughly as possible):

***Please note: For damaged shipments, the customer must keep product and all shipping materials including box & packing materials until directed by carrier.

REASON FOR RETURN

Incorrect Item/Quantity

Damaged in Shipping

Defective

Other (please explain)

ITEM #	ITEM DESCRIPTION	# ORDERED	# TO RETURN	TOTAL COST	REPLACE (Y/N)

ADDITIONAL COMMENTS/REQUESTS

SECTION FOR TEXAS LEGACY BRANDS STAFF

APPROVED BY:			
DATE:			
ITEM CONDITION:			
ACTION TAKEN:			
RA#:		INVOICE COPY/DOCS:	
CALL TAG#:		RESALABLE/RTS?	
TRACKING:		RESOLVED?	

TEXAS LEGACY BRANDS NOTES

Please refer to the Support section to review complete information regarding Ordering & Shipping, Returns & Warranty & Store Policy of www.texaslegacybrands.com & Texas Legacy Brands.