

MERCHANDISE RETURN INSTRUCTIONS

- Our guarantee to you: If you are not 100% satisfied with any regular-priced item, you may return it, in re-saleable condition, within 30 days from date of purchase for a refund or replacement (less shipping and handling charges.)

Outlet, Sale and Clearance items may be returned in re-saleable condition, within 15 days from date of purchase for replacement (pending availability of item in inventory) or a refund (less shipping and handling charges.)
- To return an item requires a Return Merchandise Authorization number. Please call our Customer Service Department for a Return Merchandise Authorization (RMA) number at 1.800.653.1375 (8 a.m. to 5 p.m. Eastern Standard Time.)
- Fill out the Package Insert below and place it in your box. Please include your name, address, RMA #, quantity, reason for return, and product number.
- Carefully re-package your box to prevent shipping damages.
- Fill in your name and address on the Return Label below, cut it out and affix it to the box you are returning.
- Mail your package to Burston Marketing using a trackable shipping method such as insured USPS Mail, UPS, FedEx or DHL. (Shipping charges to return items are the customer's responsibility.)
- Please allow 10-14 business days for returns to be processed.

For international returns, please
email customerservice@burston.com for instructions.



Package Insert

FROM:
Name _____
Address _____

City _____ State _____ Zip _____
Daytime Phone (_____) _____ - _____
RMA # _____

Product #	Quantity	Reason for return

Comments: _____

Return Label

FROM:
Name _____
Address _____

City _____ State _____ Zip _____
RMA # _____

TO:

BURSTON
M A R K E T I N G

Returns Department
2802 Frederic Drive
Elkhart, IN 46514