



thunderbird supply company

EXCHANGE/RETURN MERCHANDISE FORM

Attn: RETURN DEPT
1907 West Historic Route 66, Gallup, NM 87301-6806

FOR CUSTOMER SERVICE
1.800.545.7968 ext. 29

WE WANT YOU TO BE SATISFIED!

We want your merchandise return to be handled quickly and efficiently. Please fill out this form with any merchandise returned to Thunderbird. To receive full credit or refund we ask that you observe the following criteria:

- Merchandise must be returned within 10 days of the shipment date.
- Merchandise must be returned in original condition.
- Market related items will be credited at the original purchase price.
- Some merchandise may be specifically noted when sold as non-returnable.
- Claims or damaged merchandise must be made immediately upon receipt of order.
- All credits from merchandise returns will be first credited to any amount due to Thunderbird.
- Refunds will be applied or made in one of the following manners:
 - credit on your TBS account
 - credit towards future purchases
 - credit on your credit card
 - company check
- Please provide us with a copy of the original invoice for quick processing. Please take a moment to note the reason for the return in the chart below to better server your needs. We want to be satisfied with every item you receive from us, as well as our service to you.
- There may be a 15% restocking fee – ask your sales representatives for details.

Repack the merchandise in a sturdy carton or padded envelope. **PLEASE DO NOT USE A LETTER ENVELOPE.** Fill out this form and return to the address shown above. Thunderbird will not be responsible to issue refund or credit until the merchandise received by our returns department. Always send merchandise prepaid and insured. Please include your customer ID# with all correspondence.

CUSTOMER INFORMATION

customer i.d. # _____ date ____ - ____ - ____
 name _____
 address _____
 city _____ state _____ zip/postal code _____
 country _____
 day phone (_____) _____

DOC #	DOC DATE	QTY.	STOCK #	DESCRIPTION	REASON FOR RETURN

comments/instructions _____

- replace credit/refund
 other _____