

PLUM ISLAND RETURN INSTRUCTIONS

A) MISSING ITEM OR DAMAGED SHIPMENT

IF THERE IS A MISSING ITEM OR YOUR PACKAGE HAS BEEN DAMAGED PLEASE CALL US AT (800)-543-7177 IMMEDIATELY. ALL PACKAGES ARE PRECISELY WEIGHED WHEN THEY ARE SHIPPED; MISSING ITEMS MAY INDICATE PACKAGE PILFERAGE WHICH NEEDS TO BE INSPECTED BY UPS OR THE POST OFFICE. PLEASE SAVE THE ORIGINAL SHIPPING BOX AND PACKING MATERIAL.

B) RETURNING ITEMS FOR EXCHANGE OR CREDIT

PLEASE USE THE FOLLOWING FORM FOR RETURNS NOT REQUIRING IMMEDIATE ASSISTANCE, OTHERWISE CALL CUSTOMER SERVICE AT (800) 543-7177. PLEASE RETURN ITEMS IN A BOX. DO NOT RETURN ITEMS IN ENVELOPES. PLEASE INCLUDE A COPY OF YOUR INVOICE AND SEND INSURED MAIL VIA THE POST OFFICE TO: **P.I. CORP; ATTN: RETURNS; P.O. BOX 60; WEST NEWBURY, MASSACHUSETTS 01985.**

FROM:	
TO:	PI CORP – RETURNS PO BOX 60 WEST NEWBURY, MA 01985

Please note: Returns must be made within 15 days of original invoice date. Returns after 15 days are at the sole discretion of Plum Island Silver Co. and may be subject to re-stocking fees of 25% or more. Items damaged in transit during return are customer's responsibility.

YOUR NAME: _____ PHONE #: _____ CUSTOMER NUMBER: _____ Date: _____

RETURN ADDRESS: _____

NOTE: _____

RETURNED ITEM NUMBER/SIZE	QTY	INVOICE NUMBER	RETURN CODE** OR NATURE OF PROBLEM	EXCHANGE OR REPLACE WITH	QTY	CREDIT TO ACCOUNT OR CREDIT CARD*

*Must be original form of payment

****Return Codes**

- | | | | |
|------------------------------|----------------------------|-----------------------|-------------------------------------|
| 1) Did not like/Changed mind | 3) Not as pictured | 5) Wrong Size | 7) Returning item already exchanged |
| 2) Item defective | 4) Quality not as expected | 6) Wrong item shipped | 8) Other |