



# Witmer Associates, Inc.

104 Independence Way • Coatesville, PA 19320  
 Phone 800-852-6088 • Fax 888-335-9800  
 sales@thefirestore.com • sales@officerstore.com



## RETURN FORM

**All returns must be made within 30 days of purchase.**

### Customer Information: (please fill out completely so that we can process your return quickly)

**Invoice Number:** \_\_\_\_\_  
**Name:** \_\_\_\_\_  
**Shipping Address:** \_\_\_\_\_  
**City, State, Zip:** \_\_\_\_\_  
**Phone Number:** \_\_\_\_\_ **Fax Number:** \_\_\_\_\_  
**Email Address:** \_\_\_\_\_

### Return Information

QTY	PRODUCT CODE	DESCRIPTION	PRICE	REASON CODE

### Reason Codes

- |                    |                           |                          |                            |
|--------------------|---------------------------|--------------------------|----------------------------|
| A. Damaged package | D. Quit working after use | G. Parts Missing         | J. Did not order this item |
| B. Broken          | E. Wrong style/size/color | H. Not what expected     | K. This is not my order    |
| C. Does not work   | F. Did not fit            | I. Personalization error | L. Other: _____            |

### Action: (select one)

- Exchange     
  Refund     
  Replace     
  Repair

Please fill in below if requesting an exchange or ordering additional products

Accuracy and completion of this form will ensure faster processing. Thank you!

QTY	PRODUCT CODE	DESCRIPTION	PRICE EACH	AMOUNT

Payment for additional items and/or S&H  
 PO Enclosed    Check Enclosed    Credit Card  
 Card # \_\_\_\_\_  
 Exp Date \_\_\_/\_\_\_  
 Signature \_\_\_\_\_

Total for new products \_\_\_\_\_  
 Less refund \_\_\_\_\_  
 New Total \_\_\_\_\_  
           S/H \_\_\_\_\_  
 Total \_\_\_\_\_

Please note: If you return a product for any kind of exchange, you are responsible to pay the shipping fee to return the product to Witmer Associates. You will then be charged to re-ship the new product. You are responsible for insuring items that are sent back to us as we will not be responsible for lost items. *I have read and understand the terms and conditions listed for Witmer Associates, Inc. I understand that if my product is not returned in the manner in which it was originally sent it may be sent back to me and denied credit and/or exchange. I also understand that I cannot return a product that has been used or shown any evidence of use. I understand that my shipping and handling charge will not be refunded (unless otherwise specified).*

Customer Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Form #1023 9/29/2006

## PRODUCT RETURN INFORMATION

TheFireStore / OfficerStore provides our customers with high quality products at exceptional prices. Our guarantee and return policy is stated below for your convenience. For more information on our Return Policy, please visit the Help Section on our website: [www.thefirestore.com](http://www.thefirestore.com) / [www.officerstore.com](http://www.officerstore.com). Refunds & Exchanges cannot be given before merchandise is returned and examined. We will quickly replace, refund, or exchange any unused products that do not meet your expectations.

### RETURNS SUMMARY

- **ALL RETURNS MUST BE MADE WITHIN 30 DAYS OF PURCHASE.**
- You must include the **Return Form** and a **copy of the original packing slip**.
- Returned merchandise must be received in its **unopened original packaging** with no evidence of use.
- Custom products (including leather shields, gold leaf shields and badges, license plates, and embroidered items) are not returnable if they were made to your specifications. Only product defects or customization mistakes are returnable.
- If you return a product for a size and/or style exchange, you are responsible to pay the shipping fee to return the product to TheFireStore / OfficerStore. You will then be charged to re-ship the new product.
- You are responsible for insuring products that are sent back to us as we are not responsible for lost items. We suggest you use a trackable shipping method.
- We will quickly replace, refund, or exchange any unused products that do not meet your expectations. **ALL RETURNS MUST BE MADE WITHIN 30 DAYS OF PURCHASE.**
- A 100% credit will be applied to your account for the cost of returned products. Refunds do not include shipping costs unless caused by an error on our behalf.

#### **Important Note on Boot Returns:**

Boots may be returned if upon receipt of your order you determine the sizing is incorrect. Your sizing decision and the acceptance of your boots must happen before you put them in service. Boots returned with any evidence of use will be returned to you and credit denied.

#### **Important Note on Helmet Returns:**

Helmets may be returned if upon receipt of your order the helmet is not what you expected or does not fit properly. You must make this decision before you put your helmet into service, install decals, mark your name on the helmet, or make any other alterations to the helmet. Do not remove any protective coverings from the faceshield, goggles or bourke flip eye-shields until you decide on keeping the helmet. Helmets returned with any evidence of use, including sweat stains on the liner will be returned to you and credit denied.

If you return boots or a helmet for a size and/or style exchange, you are responsible to pay the shipping fee to return the product to the TheFireStore. You will then be charged to re-ship the new product.

### **Please Ship Return Merchandise With Prepaid Freight To:**

TheFireStore / OfficerStore  
Attn: Returns  
104 Independence Way  
Coatesville, PA 19320