



**KONZUK INC.**  
 4218 Packalen Blvd Garden Bay BC  
 V0N 1S1 Canada

toll free 888 858 7793  
 info@konzuk.com  
 www.konzuk.com

## RETURN / EXCHANGE FORM / 2015

(PLEASE PRINT + FILL OUT THIS FORM. INCLUDE IT WITH YOUR SHIPMENT)

**Please read the following carefully:**

Remove the item from the gift box and send it back, with this completed form, in a padded envelope to the address below.

We recommend using *Express Mail* which takes about 1 week to arrive at our location. If you choose to use regular mail, please ensure you send the package registered so it is traceable. This method generally takes 2 weeks.

**PLEASE DO NOT SEND UPS!**

You **MUST** mark on the customs form what the item is and that it is **CANADIAN GOODS RETURNING FOR EXCHANGE** or **WARRANTY REPAIR**. Please mark the value as \$50 regardless of the actual value.

If you wish to send the package via courier you must include 3 copies of a commercial invoice with the above information included. You must also check the box to indicate duties and taxes to be paid by shipper.

If a package arrives with customs charges owing we will refuse the shipment.

ORDER NUMBER

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FIRST + LAST NAME

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PHONE NUMBER

EMAIL

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RETURN ADDRESS (UNIT / STREET / CITY / PROVINCE OR STATE / POSTAL OR ZIP CODE / COUNTRY)

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PRODUCT CODE OF ITEM RETURNED

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WAS IT ENGRAVED? (PRINT WITH WHAT MESSAGE)

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WHAT KONZUK ITEM WOULD LIKE IN EXCHANGE (PRODUCT CODE + SIZE)

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DO YOU WANT IT ENGRAVED FOR \$25.00 USD? (PRINT MESSAGE TO ENGRAVE)

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WOULD YOU PREFER TO RECEIVE A CREDIT FOR A FUTURE PURCHASE? (RETURNS ONLY)

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PREFERRED RETURN SHIPPING (CHECK ONE)

3 business days (\$35.00 USD)

7 - 10 business days (\$17.00 USD)

7 - 10 international (\$37.50 USD)

CREDIT CARD (VISA OR MASTERCARD) FOR RETURN SHIPPING (EXCHANGES ONLY - NOT REQUIRED FOR REPAIRS)

CARD NUMBER

EXPIRY DATE

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SIGNATURE (OF CREDIT CARD HOLDER)

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