



Div. Tower Products, Inc.
1 Tower Drive • Box 397
Saugerties, New York (USA) 12477
Offices: 845-246-3036 FAX: 845-246-1757
Sales: 800-522-2025 • E-Mail: sales@markertek.com
www.markertek.com

MERCHANDISE RETURN FORM

Returns are simple & easy.

Merchandise in the **original, unopened manufacturer's package that is undamaged** may be returned **within 5 days** of purchase without a restocking charge. Otherwise, merchandise must be returned **PREPAID** via an insured service within 30 days from date of receipt and is subject to a **25% inspection & restocking charge** (except in-warranty defective merchandise or merchandise shipped in error by Markertek). Shipping & handling charges are not refundable. **All returned merchandise** must be in resellable condition & include all blank documentation, manuals, warranty cards, accessories etc. If any of these items are compromised, missing or lost, we reserve the right to refuse the return or apply a restocking fee above the standard percentage charge. Any returns after 30 days are subject to refusal. **Special order items, custom items, internal PCI cards** and items such as **copyrighted materials** are not returnable. See our web site for the complete list of non-returnable items. Non-stock and manufacturer direct drop-shipped items will be subject to the vendor's restocking fees in addition to Markertek's.

Questions or problems?

consult our catalog for more detailed information regarding our return policy or call our customer service at
1-800-522-2025

Enter Your Contact Information

Customer Number: _____

Order Number: _____

(upper right on
packing slip / receipt)

CONTACT INFORMATION				
Company Name		Your Name		Telephone
Address			Fax	
City	State	Zip	E-Mail	

I AM RETURNING THE FOLLOWING:

Item ID #	Item Description	Reason for Return	Qty	Total Price

ACTION I WANT TAKEN:

- REFUND
 CREDIT MY MARKERTEK ACCT.
 CREDIT MY CREDIT CARD

To Order Replacement Items:

If you need to order replacement item, a new order must be placed via any of the methods below.

Web Orders: www.markertek.com

Email: sales@markertek.com

Phone Orders: 800-522-2025

RETURN TO:

Markertek Video Supply
1 Tower Drive
Saugerties, N.Y. 12477
Attn: Returns Dept.

IMPORTANT

Some items consist of several parts or pieces. Always return the entire item or set for replacement or refund.

We Use 100% Recycled Peanuts.

We know many of our customers are concerned about the environment and the use of polystyrene "peanuts" used for packing. Here are some facts about the peanuts we use:

- The FLO-PAK™ brand of polystyrene peanuts we use are made from 100% recycled materials.
- Peanuts are made entirely without ozone-depleting CFCs or HCFCs.
- FLO-PAK™ peanuts can be used over and over again because they don't break up during shipment, so please recycle them or reuse them in your return shipment to Markertek. Call 1-800-828-2214 (toll free) for the nearest polystyrene recycling center.
- Our research has shown that polystyrene peanuts weigh about a fifth as much, per unit of volume, as shredded newspaper. This means a huge fuel savings for vehicles delivering your products.
- Finally, our testing finds that polystyrene peanuts offer the best protection for the kinds of products we sell. They are resilient, do not settle, don't attract pests and they aren't affected by moisture. We want to be sure your package arrives in perfect condition.

Recycle Your Polystyrene Peanuts

Call Toll Free - 1-800-828-2214 - for the nearest polystyrene recycling center near you.

WHEN RETURNING MERCHANDISE:

Please pack the original manufacturer's box(es) within another shipping carton. Include this original return form (make yourself a copy) and **ship via an insured, trackable service**. For your protection, be sure to get the tracking number. Return shipping charges are non-refundable. We are not responsible for lost or damaged packages. Some items consist of several parts or pieces. Always return the entire item or set for replacement or refund. **We do not accept C.O.D.'s**

PLEASE NOTE: We do not accept C.O.D.'s

THANK YOU FOR ORDERING FROM MARKERTEK