

NW Backpack Specialties Product Return Form

(MUST BE INCLUDED WITH RETURN SHIPMENT)

Customer Satisfaction

Except as noted in our policies, you may return your purchase if for any reason you are not satisfied with a product for the first 1 year from the date of sale. Please review returns policy to determine if your item is eligible for any returns. **You must contact our Returns Department for an R.A. number before returning any merchandise.** To ensure proper credit, please clearly mark the R.A. number on the outside of the box with your returned merchandise.

You are advised to insure the merchandise for its purchase price for your protection should it be lost or damaged in return shipment.

Important Notes:

- We cannot accept C.O.D. deliveries.
- All refunds will be credited to the payment form used for the original purchase.
- Exchanges are subject to availability. A refund will be processed if the product is unavailable.
- Failure to follow procedures and limitations found in our return policy could eliminate eligibility for return and subject the return to restocking fees.
- Eligibility of all returns is at the discretion of NW Backpack Specialties.
- Include copy of shipping invoice for faster service if available.

Questions? Contact us at: customer.service@nwbackpack.com

Please return merchandise to:

Customer Service/Returns
NW Backpack Specialties
6249 SE Platt Ave.
Portland, OR 97236

Please fill out as complete as possible for fastest service

Invoice Number: _____	RA# _____
Product Number: _____	Return: <input type="checkbox"/> Warranty: <input type="checkbox"/>
Product Description: _____	Exchange: <input type="checkbox"/> Refund: <input type="checkbox"/>
Purchase Price: _____	Reason For Return/Exchange/Comments: _____ _____ _____ _____
Purchase Date: _____	
Customer Name: _____	
Address: _____ _____ _____	Please be assured, your return/exchange will be handled ASAP. Your comments and feedback are important to us. We appreciate your business.
E-Mail: _____	
Phone: _____	
Office Use Only: Received _____ Processed _____ Shipped _____ Completed _____	