



Telescopes.com
— A DIVISION OF ORION —



Spotting Scopes.com
— A DIVISION OF ORION —

Contact Us:
800-447-1001
support@telescope.com

RETURN/EXCHANGE FORM

RETURN

Please list merchandise being returned. Enter the reason code in the space provided.

Reason Code	Item	Qty	Description	Price Ea.	Total

Customer Name _____	Merchandise Returned _____	
Zip Code (billing address) _____	Sales Tax _____	
Order Number (from other side) _____	*Subtract Return Shipping	< >
	Total Returned	

REASON CODE

Enter reason code in space provided above. Please use the space provided for additional details.

- | | |
|--|----------------------------|
| 1. Incorrect Item Ordered | 9. Incorrect Item Received |
| 2. Damaged in Shipment | 10. Too Big |
| 3. Did Not Perform to Expectation | 11. Too Small |
| 4. Defective | 12. Attempted to Cancel |
| 5. Difficult to Assemble/Operate | 13. Late Delivery |
| 6. Not as Pictured/Described | 14. Gift |
| 7. Price | 15. Other |
| 8. Not Compatible with Other Equipment | |

Explanation: _____

SHIPPING AND HANDLING CHARGES

A standard shipping and handling rate of \$9.95 will be charged on all orders. An additional per-item charge may apply to some products depending on size and weight. Per-item shipping charges are indicated on our website. These charges are for packaging, insurance and shipping within the continental 48 United States. For shipping charges to Alaska, Hawaii, Puerto Rico and Canada please refer to our web site or call 800-447-1001.

RETURN INSTRUCTIONS:

We want you to be fully satisfied

Does it seem like something is missing? Was your package damaged in transit? Having a problem with set-up? Before returning your product, give us a call or send us an email. We're here to help!

If your purchase doesn't meet your expectations ...

- Did you receive your products in the past 30 days?
- Is the product in mint condition?
- Is it being returned in the original packaging?
- Are all of the accessories, hardware, instructions and warranty card enclosed?

United States

If so, we are happy to make an exchange or refund the purchase price. We can make this easy with pre-paid UPS return labels. Visit our Customer Service page for a pre-paid UPS return label.

- Print your return label from home.
- Take your return box/boxes to any UPS location.
- Return your order to us without the hassle of paying return costs in advance.
- We'll deduct return shipping from your refund.

*Return shipping costs will be calculated as \$9.95 per-shipping label used plus any per-item charges published on our web site (if applicable) for larger/heavier items.

Canada

Contact Orion Customer Service for a Return Authorization (RMA) and information on additional costs.

Need an Exchange?

For fastest delivery, you can place a new order right away at one of our websites. If you would like the value of your return less original shipping & handling charges and prepaid return charges to be applied to your exchange — you can do that, too. Please complete our return/exchange form and include it with your return.

EXCHANGE

Please list replacement items below.

Item	Qty	Description	Price Ea.	Total

SHIP TO		Total Merchandise Ordered	
Name _____		Shipping & Handling	\$9.95
Address _____		Per Item Shipping Charges	
_____		Sales Tax	
City _____ Zip _____		Deduct Total Returned	
		Balance Due	

For the fastest exchange – Order Online!

PAYMENT

Please indicate a payment method for the balance due.

- Check Visa MasterCard Discover/Novus American Express

Credit Card # _____

Expires _____ Signature _____