

QUESTIONS? Call our Customer Service Dept at (919)283-0110 or email us at customerservice@pilotmountainarms.com

RETURN MERCHANDISE FORM

(No phone call required)

Your satisfaction is extremely important to us at Pilot Mountain Arms. If you need to return a product, we will make every reasonable effort to satisfy you.

We will accept unwanted product in unused, unaltered condition with original undamaged packaging or defective product within 30 days of purchase for refund, credit or exchange.

Complete this form in its entirety to ensure your return is processed quickly and accurately. Include this form with the product(s) you wish to return.

1. Ship original form with your return. Keep a copy for your records.
2. Return item(s) and all related components to Pilot Mountain Arms (in original packaging if possible).
3. Use the pre-addressed return label on this invoice or address package to: Attention: Customer Returns, 412 Amber Dawn Lane, Raleigh, NC 27603.
4. Ship packages via UPS or USPS.
5. All returns within 30 days of purchase will be processed for store credit unless indicated otherwise below.
6. Please make sure you are compliant with shipping restrictions of hazardous materials.
7. Returns greater than 30 days from date of purchase will not be accepted by Pilot Mountain Arms.

Name: _____ **Customer # or address:** _____

Check here if you are returning the entire order. Include invoice number and explanation below.

Product #	Invoice # of Original Purchase	Qty	Reason Code (see below)	Exchange for Product # (if applicable)	Explanation of Defect or Problem
<i>Example:</i> 15007	1234567	1	A	186073	Stock was chipped.

(Please include a separate sheet of paper with additional products to be returned or other relevant information, if necessary.)

- A. Product received damaged B. Defective/does not work properly C. Wrong size D. Missing parts or accessories
E. Incorrectly ordered F. Different from website description G. Did not order H. Different from what was ordered
I. No longer needed/wanted J. Better price available elsewhere

Action requested: Store Credit Exchange Refund*

*Refunds offered for returns less than 30 days from date of purchase

If exchange request is of greater value, please include credit card information.

_____ - _____ - _____ CID Number _____ (Last 3 digits on signature line)

Expiration date: _____ Signature: _____

PILOT MOUNTAIN ARMS
Attention: Customer Returns
412 Amber Dawn Lane
Raleigh, NC 27603

INVOICE # _____