



**FIRE EQUIPMENT RETURN AUTHORIZATION #:**

[WWW.SCFIRE.COM](http://WWW.SCFIRE.COM)

<b>All returns must be made within 90 DAYS of receiving your original purchase.</b>				
<b>CUSTOMER INFORMATION:</b>		<b>PURCHASE ORDER #</b>	<b>INVOICE #</b>	
NAME:		ORDER #:		
SHIPPING ADDRESS:				
CITY:		STATE:	ZIP:	
PHONE:	FAX:	EMAIL:		
<b>RETURN INFORMATION:</b>				
QTY:	PRODUCT CODE:	DESCRIPTION:	PRICE:	REASON CODE:
<b>ACTION:</b> <input type="checkbox"/> EXCHANGE <input type="checkbox"/> REFUND <input type="checkbox"/> REPLACE <input type="checkbox"/> REPAIR				
Please fill in below if requesting an exchange or ordering additional products.				
QTY:	PRODUCT CODE:	DESCRIPTION:	PRICE EACH:	AMOUNT:
PAYMENT FOR ADDITIONAL ITEMS:			TOTAL FOR NEW PRODUCTS:	
<input type="checkbox"/> PO ENCLOSED <input type="checkbox"/> CHECK ENCLOSED <input type="checkbox"/> CREDIT CARD			LESS REFUND:	
CARD #:	EXP DATE:	NEW TOTAL:		
SIGNATURE:			TOTAL:	

PLEASE NOTE: If you return a product for any kind of exchange you are responsible to pay the shipping fee to return the product to South Coast Fire & Safety. You are responsible for insuring items that are sent back to us as we will not be responsible for lost items. I have read and understand the terms and conditions listed for South Coast Fire & Safety. I understand that if my product is not returned in the manner in which it was originally sent back to me and denied credit and/or exchange. I also understand that I cannot return a product that has been used or that shows any evidence of use.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**BEVERLY COOPER: INSIDE SALES - 713.600.9437**  
**BEN NELSON: INSIDE SALES - 713.600.9445**  
**GREGG TOWNSEND: VICE PRESIDENT OF SALES - 713.600.9433**  
**JOHN COOK: OUTSIDE SALES - 713.600.9436**

- REASONS:**
- A- Damaged Package
  - B- Damaged Equipment
  - C- Did Not Order This Item
  - D- Not What Was Ordered
  - E- Wrong Size
  - F- Personalization Error
  - G- Not My Order
  - H- Don't Need
  - I- Missed Shipment
  - J- Other:

- INSTRUCTIONS:**
1. Complete the returns form.
  2. Make sure all components are included in the return.
  3. Ship package via a traceable shipping method.

**PLEASE NOTE:**  
**WE CANNOT EXCHANGE OR REFUND ITEMS THAT HAVE BEEN MARKED OR USED.**  
**ALL RETURNS MUST BE MADE WITHIN 90 DAYS OF RECEIVING YOUR PURCHASE.**

- You must include a completed Return Form, and copy of the original packing slip.

- Returned merchandise must be received in unopened original packaging with no evidence of use.

- **Embroidery Items** may **NOT** be returned EXCEPT for a manufacturers defect or mistakes in the embroidery.

- If you return a product for a style exchange, you are responsible for the return fees. We recommend that you use a traceable shipping method and insure products you plan to return, as we are not responsible for lost or damaged items during the return shipment.

- Damaged shipments received in a damaged condition must be reported to us immediately upon receipt.

- After your merchandise is returned and it meets our return criteria listed you will receive a full refund for the product. Shipping cost will not be refunded. If you made your purchase with your credit card, it will be applied back to the credit card used.

- If you paid with a check or money order, your reimbursement check will be issued within 15 days of receipt of the returned merchandise.

- If your product is NOT returned in its original condition, the item will be shipped back to you.

**RETURN TO:**  
**South Coast Fire & Safety**  
**6230 Brookhill Dr**  
**Houston, Texas 77087**  
**ATTN: RETURNS**

Please contact our staff for any questions.  
 Monday-Friday 7:30AM-3:00PM