

# Return / Exchange Form



## ABOUT RETURNS AND EXCHANGES

Thank you for your purchase. We take great pride in our reputation for quality and value. It is important to us that you are completely satisfied with your TaurusUSA.com experience. If for any reason, you would like to return your item(s), we will gladly issue a refund for the purchase price of the merchandise, or exchange your item(s) within 90 days of the purchase date. Original shipping fees are not refundable. This policy is only for items purchased through TaurusUSA.com or our Customer Service Department. This return and exchange policy specifically excludes Heritage firearms.

### Step 1 - Fill Out Contact Information

Original Order # If Known: \_\_\_\_\_

#### Billing / Originally purchased by:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

#### Shipping (If different from purchaser):

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: \_\_\_\_\_

E-Mail: \_\_\_\_\_

### Step 2 - List the item(s) you are returning / exchanging and the reason

Reason	Item#	Description	Price

#### Reason Codes

10-Wrong item was shipped

14-Returning a gift

18-Damaged in shipping

11-Wrong color

15-Quality unsatisfactory

19-Other: \_\_\_\_\_

12-Wrong size

16-Item not as advertised

13-Defective

17-Changed my mind

We strive for order accuracy and satisfaction, but in the event that we have made an error, we will pay shipping charges for items returned or replaced.

### Step 3 - If you are exchanging, please reorder here

Item#	Description	Size	Color	Quantity	Price

### Step 4 - Please include credit card information

For security, we do not retain original payment details.

Credit card info is needed to process any credits due or additional charges.

Card Type:  VISA  MasterCard  American Express

Credit Card Number: \_\_\_\_\_ Expiration Date: MM / YY CVV: \_\_\_\_\_

Name on Credit Card: \_\_\_\_\_ Authorized Signature: \_\_\_\_\_

### Step 5 - Return items by UPS, FedEx or USPS to the following address

#### TAURUS USA RETURNS:

100 Taurus Way,

Bainbridge, GA 39817

Please insure your return and retain tracking information. Taurus International Manufacturing, Inc. cannot be liable for lost items.

Comments: \_\_\_\_\_

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