



<h2>Return Goods Authorization Request</h2>

Requestors Name

Date:

Company Name

Phone number

Email address

PO#, SO#, or Invoice# of order involved

Item: Qty:

Item: Qty:

Item: Qty:

Item: Qty:

Used ? Unused?

Reason for return/ description of defect:

Location of pick up (if different than ship to address on original order)

Contact name at the pick up location:

Telephone # (at the pick up location):

Comments:

By checking this, I agree that I have read the Terms and Conditions below:

Please Email to: sales@crowm-mats.com

Or Fax to: (419) 332-4180

If you need to talk with a Customer Service Representative, please call (419) 332-5531

Freight Damage:

It is critical to inspect and count all goods before accepting shipment. Do not refuse or return damaged goods to Crown as the carrier will not honor a freight claim when damaged goods have been moved from location of original receipt. If carton is dented or torn, open and inspect the goods for damage. In most cases, the product is unharmed. If goods are damaged, note extent of the damage including if carton, shrink wrap or banding is not intact on the delivery bill before signing. Do not move the goods. Contact the carrier immediately to file a freight claim and schedule inspection. Keep original packaging. It is recommended whenever possible to take pictures of damaged goods. If goods have concealed damage, where goods are damaged but the packaging is intact, contact the carrier immediately. Keep original packaging and do not move. It is recommended whenever possible to take pictures of damaged goods.

Shortages:

It is critical to inspect and count all goods before signing the delivery receipt. If goods are missing:

LTL Shipment- Note number of pieces missing and if carton / shrink wrap / banding is not intact on the delivery receipt before signing. Contact the carrier immediately to file a freight claim.

Small Package- Occasionally packages get separated during transit. If remaining packages are not received within two days, call Crown Customer Service at 800-628-5463 to trace the shipment. Note missing pieces and if carton/ shrink wrap is not intact on delivery receipt before signing. If all packages were received and goods are missing, contact Crown Customer Service at 800-628-5463 to report shortage.

Returned Goods:

No material will be accepted without prior authorization from the Crown Customer Service Department. Custom, speciality or discontinued items are nonreturnable. Call customer service for further information about our Return Policy.

Restocking Charges:

A 30% restocking fee will be incurred for non-defective

Colors:

Illustrations show approximate colors only. If critical, final color selection should be made from actual samples.

Limitation of Liability:

Customer acknowledges the price of Crown / Ludlow products is predicated on the enforceability of the following limitation of liability, that the price would be substantially higher if Ludlow could not limit its liability as herein provided and that customer accepts this limitation of liability in exchange for a lower price: Ludlow shall have no liability to customer for lost profits or any special, consequential, exemplary or incidental damages of any kind whether arising in contract, tort, product liability or any damages whatsoever in excess of actual price paid to Ludlow for the nonconforming or defective product. This limitation or liability may not be altered except by a duly authorized officer of Ludlow.

Warranty Policy:

Crown Mats and Matting warrants new products against defects in material and workmanship for one year. The obligation of this warranty is limited to the original user and to the replacement, repair or pro-rated refund of said product. Call customer service for further information about our Warranty Policy. Many Crown mats can be cut to special lengths and widths. Crown will produce these mats to a tolerance of +/- one inch of the customer-specified length or width.