



SINCE 1972 OHIO'S LARGEST TOOL STORE!

Returns Form

If you find it necessary to return an item please fill out the form and follow the instructions below. If you have questions regarding the handling of your return before sending it back please feel free to contact us by e-mail (sales@hartvilletool.com) or by phone (800-345-2396, M-F, 8am-5pm Eastern) for assistance.

Order # _____ Customer # _____

Name _____ Daytime Phone # _____

Address _____

City _____ State _____ Zip _____

Items Being Returned

Item #	Description	Qty	Price

Reason for Return

(Check all that apply): Changed Mind Not Satisfied Ordered Incorrectly

Received Wrong Item Defective Received Damage Wrong Size Other: _____

Comments - To help us process this return more quickly and efficiently please provide any additional details which will further clarify the reason for the return:

What Actions Would You Like Us To Take?

(Check all that apply):

Replace returned item(s) Exchange for other item(s) - specify item number, description, qty., & cost

Refund I paid by Check - Please send refund Check I paid by Credit Card - Please credit my card

Send additional item(s) - specify item number, description, qty., & cost

*Exchanged items that are not defective, as well as additional items ordered, will be charged standard shipping costs.

To Make A Return:

- 1) Complete the **entire** Returns Form
- 2) Make a copy of the completed form for your records
- 3) Carefully pack the return item(s) and completed form in a sturdy box.
- 4) Be sure to remove any previous shipping information (address labels, etc.) from the box.

5) **Send Returns To:** **Hartville Tool**
Attn: Returns Dept.
13163 Market Ave. N.
Hartville, OH 44632



Returns Terms & Policies

Returns & Exchanges

If for any reason you are not satisfied with your order, simply return it within 90 days and we'll replace it or refund the cost of the item (excluding Shipping and Handling charges). Power tools must be returned within 30 days, after which all warranty claims must be handled directly through the manufacturer. Return authorization (RGA,RMA) numbers are not required. **Please note:** Any items that are customized or made-to-order cannot be returned or exchanged unless damaged or defective.

If you believe you have received an item that contains a manufacturing defect, we would appreciate a call at 800-345-2396 during regular business hours, Monday through Friday, from 8 a.m. to 5 p.m. EDT, or email (sales@hartvilletool.com). Depending on the circumstances, we may be able to remedy the situation without having the item in question returned.

Important: If merchandise was damaged during shipping, please save the original packaging and immediately notify our Customer Service Department at 800-345-2396 during regular business hours, Monday through Friday, from 8 a.m. to 5 p.m. EDT or email (sales@hartvilletool.com)



All returns should be shipped to:

Hartville Tool

Attn: Returns Dept

13163 Market Ave N

Hartville, OH 44632

Please utilize either USPS, UPS Ground, or FedEx ground, whichever is most convenient for you. Do not ship via expedited delivery such as Express Mail, FedEx second day or overnight delivery, UPS second day or overnight delivery. Should a refund be due regarding return shipping charges due to either a manufacturing defect or a shipping error on our part, we will only reimburse at the ground rate. We do not reimburse for any premiums charged by or packaging services provided by The UPS Store, Mailboxes Etc., Pak Mail, Staples, Office Depot, Packaging Stores, etc.

All returned items must include all original parts, be in their original packaging, and in the condition in which they were received or a re-stocking fee may be assessed. We reserve the right to deny a return where we determine the item has been abused, neglected, or mis-used.

For further assistance with returns:

please contact us at 800-345-2396 or email (sales@hartvilletool.com)