

STIHL seven day satisfaction guarantee program allows STIHL retailers to receive a credit of 10% of retailer cost on serial numbered units if returned within seven days of purchase. A customer can return a STIHL serial numbered unit to you, the selling STIHL Retailer, for a refund (including taxes) or an exchange within seven consecutive days of purchase. TS, TSA, GS, RMI, FSA, RE & RB units do not qualify for the seven day Satisfaction Guarantee Warranty. The unit must be returned to the original selling retailer. Please complete form below and email or fax with a copy of the product registration form. Copy of registration not required if product is registered through STIHL eService.

**Satisfaction claim forms must be submitted within 30 days of product return date.**

### **Retailer Information**

Date Sent: \_\_\_\_\_

STIHL Retailer #: \_\_\_\_\_

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

### **Customer Information**

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

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

### **Product Information**

Date Sold: \_\_\_\_\_

Date Returned: \_\_\_\_\_

Serial #: \_\_\_\_\_

Model / Part #: \_\_\_\_\_

Reason for Return:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Submitted by: \_\_\_\_\_