

# Return Form



Invoice Number: \_\_\_\_\_

Items being returned (Please use product item skus)

Qty	Skus	Reason for Return

## Dripworks 30 Day Money Back Guarantee

\*\*\*All claims of missing or damaged items during shipping must be reported to DripWorks within 48 hours.\*\*\*

At DripWorks, we offer a 30-Day Money Back Guarantee on any new, unopened, unused, product return received within 30 days after the original shipping date (not including original shipping and handling charges). All items must be in their original packaging. Return shipping is the responsibility of the purchaser. Please inspect your entire order immediately upon delivery and call us with any questions at 800.522.3747.

### Credit Type

- In store credit
- Refund credit card (refund will be issued to credit card used on original sale)
- Exchange (List Item Here) \_\_\_\_\_

**Mail Return Form To:**  
**DripWorks**  
**190 Sanhedrin Circle**  
**Willits, CA 95490**

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

- New, unused, unopened items returned within 31-60 days of original shipment will be charged a 20% restocking fee.
- New, unused, unopened items returned within 61-90 days of original shipment will be charged a 30% restocking fee. No refunds or exchanges after 90 days.

### Special/Custom Orders

Special orders and custom orders are non-returnable and non-exchangeable, except in cases of manufacturer defect.

### Dripworks Kits

Partial kit returns will not be credited or refunded, except in cases of manufacturer defect.

### Defective Items

If an item is covered under our 30-Day Money Back Guarantee, we will refund or replace returned items we determine to be defective. If an item is outside of that time, it may still be covered under the manufacturer's warranty. Please contact us at 800.522.3747, M-F, 8 AM to 4 PM PST with any questions. Products used on an unfiltered or improperly filtered system are not covered under manufacturer warranty and will not be accepted for return.

### DripWorks Returns/Exchanges Process

1. Fill out the requested information on the return/exchange form included with your original shipment
2. Indicate whether you want a refund, exchange or house credit of items
3. Ship product and completed form back to DripWorks

Download and Print the Returns/Exchange Form

### DripWorks Phone Exchanges - Need It Now?

Call our support staff, M-F, 8 AM to 4 PM PST and let us know what you need to reorder, and we will be happy to place a new order for you right away. Your credit card will be charged for the new order, and we will refund you for the return when it is received and processed. You are responsible for any return shipping and handling.