



# RETURN FORM

Include this **COMPLETED** form with your return and send to:  
Ambassador Fine Faucets - Returns  
1090 Lawrence Drive #103  
Newbury Park, CA 91320

PLEASE PRINT CLEARLY

1-800-270-4262

### A) Customer Information:

**Return Policy:** Please see the appropriate return policy and restrictions below, based on the type of purchase made. Not sure which category your purchase falls into? Check your invoice or the on-line catalog for details.

**Wholesale items:** There is a 15% restocking fee for all items returned for a refund. No returns will be accepted without a completed Return Form, which can be photocopied from the back of your original invoice. No refunds will be issued for merchandise returned after 60 days from the date of purchase. No refunds will be given on freight charges. No returns will be accepted on installed or special order parts or faucets. All returned items are subject to inspection and approval by Ambassador before a refund will be issued. Refunds cannot be given for products not purchased directly from Ambassador. The customer is responsible for all return freight charges, unless it is due to our error, in which case you must contact our Customer Service Center within three (3) days.

**Inventory Reduction items (noted with " \* " on your invoice):** Items may not be returned for a refund. Certain items may be exchanged. No exchanges will be accepted without a completed Return Form, which can be photocopied from the back of your original invoice. No exchanges will be accepted after 15 days from the date of purchase. No exchanges will be accepted for installed items. All exchanges are subject to approval by Ambassador. Inventory reduction sale items DO include a warranty, specific to that item, see the Installation Instructions for details. Please verify any building code requirements with your plumber/contractor before placing your order. The customer is responsible for all return freight charges, unless it is due to our error, in which case you must contact our Customer Service Center within three (3) days of receipt of shipment.

**Close-Out Sale items (noted with " \*\* " on your invoice):** Items may not be returned or exchanged. All sales are final. Items are sold as-is. Close-out sale items do NOT include any warranty. Please verify any building code requirements with your plumber/contractor before placing your order.

Invoice # \_\_\_\_\_ Invoice Date: \_\_\_\_\_

Ship To: \_\_\_\_\_ Daytime Phone: (\_\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Bill To (if different from above): \_\_\_\_\_ Payment Type: \_\_\_\_\_

I have read the above return policy and hereby acknowledge its terms.

Signature \_\_\_\_\_ Date: \_\_\_\_\_

### B) Returned Item(s):

**Return Code\*:** Select the reason for your return from this list and write the corresponding number in the chart below.

- |                         |                          |                         |                                  |
|-------------------------|--------------------------|-------------------------|----------------------------------|
| 1) Wrong Item Shipped   | 2) No Longer Want Item   | 3) Ordered Wrong Item   | 4) Will Not Work For Application |
| 5) Does Not Meet Code*  | 6) Damaged In Shipping** | 7) Item Is Incomplete** | 8) Item Is Defective**           |
| 9) "Deposit / Exchange" | 10) Other _____          |                         |                                  |

Qty.	Model #	Description	Price Each	Return Code*

**\*Municipal Codes:** Due to the constant change in local, state, and federal codes and regulations, Ambassador will not be responsible for any product which does not meet local or state code. All Ambassador products meet all federal and most state codes, regulations and restrictions. However, some regulations vary from city to city and county to county. We strongly recommend checking local codes with your plumber/contractor before placing your order.

**\*\*Damaged / Incomplete / Defective Items:** Any shipments received containing damaged or incomplete items must be reported to Ambassador within three (3) days of receipt of shipment. In the unlikely case that you receive a defective item, it shall be dealt with under the terms and conditions of our warranty. Please contact our technical support department for assistance.

### C) Please process my return as follows (check one):

- Issue credit/refund for the item(s) returned. (All refunds will processed in the original form of payment).
- Replace the item(s) returned for the same (or correct) item(s).
- Exchange the item(s) returned for the following new item(s):

Qty.	Model #	Description	Price Each