

Return / Exchange Form



ABOUT RETURNS AND EXCHANGES

Thank you for your purchase. We take great pride in our reputation for quality and value. It is important to us that you are completely satisfied with your RossiUSA.com experience. If for any reason, you would like to return your item(s), we will gladly issue a refund for the purchase price of the merchandise, or exchange your item(s) within 90 days of the purchase date. Original shipping fees are not refundable. This policy is only for items purchased through RossiUSA.com or our Customer Service Department. This return and exchange policy specifically excludes Heritage firearms.

Step 1 - Fill Out Contact Information Original Order # If Known: _____

Billing / Originally purchased by:

Name: _____
 Address: _____

 City: _____
 State: _____ ZIP: _____
 Phone: _____
 E-Mail: _____

Shipping (If different from purchaser):

Name: _____
 Address: _____

 City: _____
 State: _____ ZIP: _____
 Phone: _____
 E-Mail: _____

Step 2 - List the item(s) you are returning / exchanging and the reason

Reason	Item#	Description	Price

Reason Codes

- 10**-Wrong item was shipped **11**-Wrong color **12**-Wrong size **13**-Defective
- 14**-Returning a gift **15**-Quality unsatisfactory **16**-Item not as advertised **17**-Changed my mind
- 18**-Damaged in shipping **19**-Other: _____

We strive for order accuracy and satisfaction, but in the event that we have made an error, we will pay shipping charges for items returned or replaced.

Step 3 - If you are exchanging, please reorder here

Item#	Description	Size	Color	Quantity	Price

Step 4 - Please include credit card information

For security, we do not retain original payment details.

Credit card info is needed to process any credits due or additional charges.

Card Type:

Credit Card Number: _____ Expiration Date: MM / YY CVV: _____

Name on Credit Card: _____ Authorized Signature: _____

Step 5 - Return items by UPS, FedEx or USPS to the following address

BRAZTECH INTERNATIONAL, L.C. INC. RETURNS:

100 Taurus Way,
 Bainbridge, GA 39817

Please insure your return and retain tracking information. © Braztech International, L.C., Inc. USA cannot be liable for lost items.

Comments: _____

