

# RETURN MERCHANDISE FORM

(No phone call required)

Your satisfaction is extremely important to OsoGrandeKnives. If you need to return a product, we will make every reasonable effort to satisfy you.

We will accept product returns in unused, unaltered condition with original undamaged packaging within 15 days of purchase. for refund, credit or exchange. After 15 days, we will offer an exchange or Oso Money (store credit) with proof of purchase. ALL RETURNS ARE SUBJECT TO A MINIMUM 20% CHARGE (Except miss-shipped product). Please refer to our "return policy" for complete details.

Complete this form in its entirety to ensure your return is processed quickly and accurately. Include this form with the product(s) you wish to return.

1. Ship original form with your return. Keep a copy for your records.
2. Return item(s) and all related components to OsoGrandeKnives (in original packaging).
3. Please return via USPS to: OGK Returns, PO Box 897, Bonners Ferry, ID 83805-0897
4. All returns will be processed as Oso Money (store credit) unless indicated otherwise below.
5. Please make sure you are compliant with shipping restrictions of hazardous materials.
6. Returns greater than 30 days from date of purchase will not be accepted by OsoGrandeKnives and should be returned to the manufacturer.

**Name:** \_\_\_\_\_ **Customer # or address:** \_\_\_\_\_

Check here if you are returning the entire order. Include invoice number and explanation below.

Product #	Invoice # of Original Purchase	Qty	Reason Code (see below)	Exchange for Product # (if applicable)	Explanation of Defect or Problem
<small>Example:</small> 186073	1234567	1	A	186073	Wrong Size.

(Please include a separate sheet of paper with additional products to be returned or other relevant information, if necessary.)

- |                             |                                       |                  |                                    |
|-----------------------------|---------------------------------------|------------------|------------------------------------|
| A. Product received damaged | B. Defective/does not work properly   | C. Wrong size    | D. Missing parts or accessories    |
| E. Incorrectly ordered      | F. Different from website description | G. Did not order | H. Different from what was ordered |
| I. No longer needed/wanted  | J. Better price available elsewhere   |                  |                                    |

Action requested:  Oso Money (Store Credit)  Exchange  Refund\*

\*Refunds offered for returns less than 30 days from date of purchase

If exchange request is of greater value, please include credit card information.

\_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ CID Number \_\_\_\_\_ (Last 3 digits on signature line)

Expiration date: \_\_\_\_\_ Signature: \_\_\_\_\_

OGKT

ATTENTION: CUSTOMER RETURNS  
PO BOX 897  
BONNERS FERRY, ID 83805-0897

INVOICE # \_\_\_\_\_