



114 – 2455 Dollarton Hwy | North Vancouver | British Columbia | V7H 0A2
www.batten.ca | info@batten.ca | P: 1.888.984.7471 | F: 604.984.2865

Refund / Replacement Form

In Order to expedite your request, please complete as much information as possible. **RETURN THE COMPLETED FORM IN YOUR PACKAGE.**
Please print clearly.

First Name: _____ Last Name: _____

Phone: _____ Email: _____

Street Address: _____

City: _____ Province/State: _____

Postal Code / Zip: _____ Country: _____

RETURN REQUEST

Date of request: _____ Refund Replacement

PURCHASE INFORMATION

Date of purchase (Mandatory for refund): _____

Purchase Location/Show/Fair (If known): _____

Retailer (If known): _____
Batten Industries, Canada | Webster's Enterprises, TX | International Housewares, RI | Westcoast Innovations, CA

QTY	MODEL / COLOUR / DESCRIPTION	REASON FOR RETURN

****Reasons for return: Wrong item received | Wrong item ordered | Defective | Damaged in shipping | Other**

Comments (Optional):



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Shipping Information

- For safety reasons, we will not test or examine any products that are not clean or contains food, liquid, garbage and debris.
- All replacement items will be exchanged on a one for one basis.
- The return cost of the item to Batten Industries will be the customer's responsibility, but the shipping of the replacement to you will be Batten Industries'. Batten will not accept any packages sent C.O.D.
- Please take care to package your return carefully. Batten Industries is not responsible for damaged or lost products during shipping.
- In the USA, the customer will be contacted the following week upon receiving the package in the Washington warehouse.

Warranty Information

- All Greenheat and Keramikos products have a one year money back guarantee, and a lifetime replacement warranty.
- All other Batten Industries products have a 30 day buy-back guarantee and a one year replacement warranty.
- PLEASE NOTE: You must contact the retail outlet or merchant you originally purchased the item(s) from. Batten Industries cannot issue refunds if sold from another company.

SHIP TO:

The following must be included in your package:

1. Product for return
2. Copy of proof of purchase / receipt
3. **Completed and signed** RMA Form

In Canada:	In USA:
Batten Industries 114-2455 Dollarton Hwy North Vancouver, BC V7H 0A2	Batten Industries 925 Boblett St Building C Blaine WA 98231

Signature: _____ **Date:** _____

By signing the RMA form, I agree to the terms and conditions set forth on this form.