



REQUEST FOR DEFECTIVE PRODUCT CREDIT/EXCHANGE

Form must be completed and submitted in order for Claim to be processed.

Company Name _____	Store # _____	Date _____
Branch Address _____		Phone _____
Submitted by _____		Fax _____
Title _____		Email _____

Qty	Alpine's Item No.	Batch No.	Item Description	Alpine Invoice #	Invoice Date	Item Cost	Extended Cost	Claim (Choose from the Drop down)	Reason for Defect (Choose from the Drop down)	Remarks	
1	ABC123	XXXX	EXAMPLE -- Four Level Rock Pond Fountain	XXXX	XX/XX/XXXX	\$ XXX.00	\$ XXX.00	Credit	Peeling	EXAMPLE ONLY	
0	GRAND TOTAL										

Form A Version 05-22-13

Please Remit Completed Form To:

Email Rdealers@alpine4u.com

Fax (562) 395 5531

Mail Alpine Corporation, 4901 Zambrano Street, Commerce CA 90040, Attention: Return Department (Registered mail please.)

Important Instructions from Alpine Corporation:

1. If products have physical defect such as broken or damaged, you **MUST** submit Two (2) photos to start the claim process - 1 Zoomed out photo of the item; 1 Close-up of the specific problem area. PHOTOS WILL NOT BE ACCEPTED VIA FAX. For defective pumps, lights, etc., please submit a photo showing the product's batch # which you can find at the end of power supply.
2. Your claim will not be processed until all the required information listed above, including photos, is received.
3. DO NOT DISPOSE OR RETURN PRODUCTS UNTIL INSTRUCTED BY AN ALPINE CUSTOMER SERVICE SPECIALIST
4. In the event that we have not achieved our usual standard of excellence, we may at our discretion, issue full or partial credit , replace defective parts or replace the complete product, WITHIN THE WARRANTY PERIOD.
5. Warranty claims generally take 3-5 business days to process.
6. When requesting replacements after 30 days of purchase, YOU ARE RESPONSIBLE FOR THE **SHIPPING CHARGES**, which can only be paid with credit card. You may also opt to ship with your next order.
7. If you have not heard from us within 6 business days, please contact our Customer Service Return Department at RDealers@alpine4u.com.
8. If you are completing this form manually, please see below for the codes.

CLAIMS (A) Credit, (B) Exchange OR (C) Replacement Parts

REASON FOR DEFECT (A) Broken, (B) Peeling, (C) Leaking, (D) Pump- Defective, (E) Light- Defective (F) Transformer- Defective, (G) Tubing-Defective, (H) Missing Parts - Incomplete Item, (H) Others

Please initial here confirming that you have read and understood the above instructions.
