

MELROSE

1400 N 30th Street, Suite 22, PO Box 3441, Quincy, IL 62305

Dropship Customer Return and Refund Policy

Melrose International

If you or your customer is not satisfied with the order, you may file a claim within 30 days of receipt of merchandise. To file a claim, please email dropship@melroseintl.com and include the following information:

- PO # or Invoice #
- Desired solution: credit or replacement?
- Pictures of the damaged item/package
- **OR** complete our dropship claims form on Page 2 of this PDF.

Upon receipt of your request, we will provide further instruction on how to proceed. Refunds or replacements will be issued upon receipt of returned merchandise.

To ensure a successful return, please adhere to the following guidelines:

- All merchandise must be returned in its original packaging, free of excess tape or labels.
- Merchandise must be returned in the same condition in which it was delivered, with all original components and Melrose product labels.
- Authorized returns must be shipped within 30 days from the return approval date.

Returns are to be shipped to the following address:

Melrose International

Attn: Dropship Returns

1400 N 30th Street, Suite 22

Quincy IL, 62301

Our mission is to provide customers with superior service, quality products, expert design, and outstanding value. The success of this return process helps us to achieve a fast and satisfactory solution. It also allows us to responsibly recycle or refurbish returned merchandise as we see fit.

DROPSHIP CLAIM FORM

PLEASE EMAIL: dropship@melroseintl.com
or FAX: (888) 219-4577

MELROSE

Phone: 217.222.2144
Fax: 217.222.5588
Toll Free: 800.282.2144

DATE: | | | | |

ACCOUNT #: | | | | |

INVOICE/PO #: | | | | |

INVOICE DATE: | | | | |

SOLD TO:

COMPANY: _____

CUSTOMER NAME: _____

MAILING ADDRESS: _____

ZIP: _____

ITEM #	QTY	PRODUCT DESCRIPTION	ISSUE	PRICE	ACTION	
					<input type="checkbox"/> CREDIT	<input type="checkbox"/> REPLACE
					<input type="checkbox"/> CREDIT	<input type="checkbox"/> REPLACE
					<input type="checkbox"/> CREDIT	<input type="checkbox"/> REPLACE
					<input type="checkbox"/> CREDIT	<input type="checkbox"/> REPLACE
					<input type="checkbox"/> CREDIT	<input type="checkbox"/> REPLACE
					<input type="checkbox"/> CREDIT	<input type="checkbox"/> REPLACE
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					<input type="checkbox"/> CREDIT	<input type="checkbox"/> REPLACE
					<input type="checkbox"/> CREDIT	<input type="checkbox"/> REPLACE
					<input type="checkbox"/> CREDIT	<input type="checkbox"/> REPLACE

WE APOLOGIZE FOR ANY ISSUES WITH YOUR SHIPMENT. YOUR HELP IN COMPLETING THIS FORM IS APPRECIATED.