



CUSTOMER SATISFACTION GUARANTEE AND RETURN POLICY

CUSTOMER SATISFACTION GUARANTEE

Blackinton® manufactures the highest quality badges on the market and we stand behind what we sell. All products shipped from our factory are carefully checked, inspected, and packaged before leaving the building. We realize that for some of you ordering custom products is a new concept. With this in mind we have rigorously tested our ordering process to develop a system that helps eliminate the guess work involved in placing an order with Blackinton®.

Because of our rigorous quality inspections and state-of-the art ordering system we offer our customers:

- **100% Customer Satisfaction Guarantee:** If upon receipt of your order you receive a damaged badge we will replace and/or fix all flawed and defective material free of charge.
- **Lifetime Manufacturing Warranty:** In addition to our customer satisfaction guarantee we carry a lifetime warranty on all badge attachments, and on seals and panels dislodging from your badge. If this occurs during the lifetime of your badge we will take your badge back and repair your badge for free, no questions asked.
- **Enamel Warranty:** Because **HARD** enamel is glass if a badge is dropped the hard enamel could shatter like a drinking glass, this is beyond our control. See our refinishing policy to understand how hard enamel is covered by Blackinton®. If **REGULAR** enamel dislodges during the lifetime of your badge we will repair your badge for free.

How To Process Your Return:

1. Fill out the below form and return it with your shipment.
2. Please return your badge to the following address:
 - a. V.H. Blackinton & Co., Inc., Attn: Repair Dept. 221 John L. Dietsch Blvd. Attleboro Falls, MA 02763

(cut here and return below with your returned product)

WARRANTY RETURN FORM

DATE: _____

Date badge was received: _____ Original PO/Order #: _____

SHIP TO:

Dealer (if applicable):		Dealer Account Number:	
Department:			
Contact:			
Address:			
City:	State:	Zip:	
Tel:		Email:	

Reason For Return: (attach extra sheet if more room is required)

Style #	Description	Qty	Return Code	Comments

Return Code: (please list number in above box)

- | | |
|--|---|
| 1) Broken Attachment | 2) Incorrect Attachment (In comments indicate correct attachment) |
| 3) Incorrect Engraving (In comments indicate correct spelling) | 4) Incorrect Seal (In comments indicate seal needed) |
| 5) Incorrect Item Sent (In comments indicate correct style#) | 6) Incorrect Enamel Color (In comments indicate color needed) |
| 7) Incorrect Finish (In comments indicate correct finish) | 8) Other (please explain below) |

Explain Reason For Return: _____
