



Ship to:
Mercury Magnetics
Attn: Paul Patronete
9167 Independence Ave.
Chatsworth, CA 91311

Return Order Form (ROF)

Exchange or Refund Policies:

- Please call your **Mercury Magnetics** sales representative to discuss making an exchange or to obtain a refund.
- All shipments must include this completed form or they will not be accepted. Without all the information requested we cannot process your refund or warranty, issue credit, repair or replacement. Your order will be delayed until the missing information is received.
- Please use a separate ROF for each invoice number.
- Insure your shipment for the invoice amount.
- Include the original or a copy of the invoice.
- All transformers must have their identity stickers intact.
- For a refund the product must be returned in salable condition without damage or cut wires (leads). Transformers that have been tampered with, or with unauthorized attempted repairs will be rejected. Please package all product carefully.
- CODs will not be accepted. Ship prepaid. If the product is found to be defective or in the case of a shipping error, we will issue you a refund for shipping costs.
- Keep a record of your shipment until you receive your credit or replacement.
- Returns or exchanges are accepted within a 30 day grace period.
- Custom orders, restorations and/or rewinds are covered by the Workmanship Warranty but not our Tonal Guarantee. (Reason--they are not our designs.)
- Wrong parts sent to you due to errors on our part will be replaced or credited at your option. Return freight for that product will also be credited.
- Cut wires (leads) to the transformer will incur a 20% restocking charge.
- No credit will be issued for less than \$5.00US.
- Discontinued, obsolete or closeout sale items will not be accepted for return unless they qualify under our warranty.

Name/Company _____

Address _____

City _____ State/Prov. _____ Zip/Postal Code _____

Phone _____ Mercury Invoice No. _____

Mercury Part Numbers You are Returning:

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Please explain your reason for returning this product (use back of paper, if necessary):
