



Returns, Exchanges & Refunds...

You may return anything purchased from the Fender Online Store for an exchange or a refund (except for used parts!), within 30 days of receipt, if you are not completely satisfied.

- All returns must have prior authorization and must have an **RA** (Return Authorization) number printed on the returns shipping label.
- All unauthorized returns or items returned without an **RA** may be refused.
- **Return shipping charges are your responsibility**; unless the return results from an error on our part (i.e. you received a wrong, damaged or defective product).
- **Merchandise must be returned in its original box or packaging.**

Return Procedure

If for any reason you need to return an item and wish to obtain a Return Authorization (**RA**), please call the Fender Online Store Customer Service Department at 800-856-9801 or E-mail us at fenderstore@fender.com. Please be prepared to supply your Invoice Number, Order Number or Delivery Number as well as the name on, and the credit card used in, the transaction.

Upon receiving your Return Authorization (**RA**) number from the Online Store Customer Service Department, simply fill out the returns sheet (below) that accompanied your order explaining why you are making the return. Box up your merchandise in the original packaging with the returns sheet enclosed and send it back to us, postage paid, using the shipping label that is located at the bottom of this returns sheet. It's that easy!

Once we have received your returned item(s), we will process your request in a timely fashion. If you have indicated that you wish to make an exchange or need a replacement, we will initially provide a credit for the original order, then create a new order and charge your credit card again.

Exchanges and replacements are subject to product availability. **If the item is no longer available, we will issue a credit to the card account used in the initial transaction.**

Reason for Return: (PLEASE CHECK ONE ONLY!)

RA # _____

Damaged Defective Wrong Item Ordered Wrong Item Shipped Don't Want Item

Order Information (at least one is required):

Invoice # _____ Delivery # _____ Order # _____

Name on Credit Card _____ E-Mail _____ Phone # _____

PLEASE DETACH AT LINE

INSERT RETURNS SHEET (ABOVE) IN BOX – TAPE SHIPPING LABEL (BELOW) TO OUTSIDE OF BOX

From: _____

RA # _____

ATTN: ONLINE STORE RETURNS

Fender Musical Instruments Distribution Center
1151 S. Mildred Suite B
Ontario, CA. 91761