



**Jacob Ash Holdings, Inc.**  
**Defective/Return Policy**  
**Effective April 1, 2007**

Dear Customer:

The following outlines Jacob Ash's defective and return program:

All defective items need to be claimed via fax: 412.331.6347 or email: [returns@jacobash.com](mailto:returns@jacobash.com). Claims should include each item style, number of each item style, and reason for return. The claim should also include all contact information: company name, contact name, phone number, fax number, and email address. We encourage you to use the form available on our company website for your convenience. You also may request the form via email, telephone or fax.

Claims will be assessed and a return or a destroy authorization will be issued. If a return authorization is issued, credit for items will be written upon receipt of goods. If a destroy authorization is issued, credit will be issued immediately. The Return Authorization (RA) and Destroy Authorization (DA) are reference numbers that should be kept for your records.

No returns will be accepted without an authorization provided by our company nor will credit be given for non-authorized returned items.

If items are received defective they should be claimed immediately. Items returned by store customers should be returned within a timely manner of purchase. Defective items must be claimed within six months of receipt of goods.

Thank you for your assistance. We at Jacob Ash wish to make sure that all of our customers are satisfied with the products they receive.

Best Regards,

Frank Smith

President

Jacob Ash Holdings, Inc.

[www.jacobash.com](http://www.jacobash.com)



**JACOB ASH HOLDINGS, INC.**  
RETURN AUTHORIZATION REQUEST

DATE: \_\_\_\_\_

Customer Information

Account Name: \_\_\_\_\_

Customer Number: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Contact Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Order and Item Information

PO#: \_\_\_\_\_

Jacob Ash Order #: \_\_\_\_\_

Items being returned/Quantity

SKU/Item	Quantity

SKU/Item	Quantity

Reason for Return (choose):

01-Wrong items received

02-Double Shipment

03-Late/Past Cancel Date

04-Defective/ /Damaged

05-Other (please describe)

\_\_\_\_\_