

Jack Richeson Warranty, Parts, & Repair Claim Form

Name _____
Address _____
City, State, Zip _____
Day phone _____
Night Phone _____
E-mail address _____

Product description/item # _____

Where purchased _____
Date Purchased _____
Receipt Attached Y/N _____

Description of Problem _____

_____ **EXPRESS WARRANTY CLAIM.** I just purchased my easel within the last 14 days and it is missing a part or hardware. I am mailing, e-mailing (jackie@richesonart.com) or faxing (800-233-2545) this claim form, a copy of my receipt and a photo or instruction sheet clearly circling the missing part or hardware. Photos can be found at www.richesonart.com/products. Jack Richeson will usually ship within 1 business day when parts are available (occasionally parts may require 6-8 weeks lead time from our vendors), using standard UPS ground service. Fedex overnight service is available at an additional charge. (Credit card required for Fedex.)

_____ I am requesting a **warranty** repair/replacement on a **Richeson (non-BEST) product**. I understand that warranty claims are only valid for 90 days and require the receipt to be attached to this claim. I understand that I must ship the product at my expense to Jack Richeson and Company. No credit card required.

_____ I am requesting a **non-warranty** repair/replacement on a **Richeson (non-BEST) product**. I understand that I am responsible for inspection, shipping, and repair/replacement charges and have provided my credit card information below. Some repairs may not be possible after inspection of the product. Credit card required.

_____ I am requesting **repair of my BEST product**. Receipt required for warranty claims. I have read and understand the warranty. I understand that certain charges may apply after inspection. I understand that I am responsible for all shipping costs. Credit Card Required.

_____ I am requesting **missing parts or hardware from a product or easel**. I have attached a photo of the product (images available on our website www.richesonart.com) clearly showing the part or placement of the hardware. Parts for products purchased less than 14 days ago will be provided at no charge. Charges for parts and shipping will apply on parts 14 days after the date of purchase. Credit Card Required if product was purchased more than 14 days ago.

INSTRUCTIONS:

1.) Prepare and sign this claim form. Include a claim form copy in your carton. If you qualify for Express Claim Service, fax or e-mail your claim for quicker service. Attach receipt copy on all warranty claims. You will be charged for inspection, repair, and shipping if receipt is not provided, or if you do not have a valid warranty claim.

2.) Please include a copy of the packing slip if this product was shipped directly to your home. Packing slip is located on the outside of the carton.

3.) Attach photo of product when missing parts with the missing part, or location of missing hardware clearly circled.

4.) Mail or ship the product to the addresses shown below. Truck shipments require pre-authorization (see below) and the authorization number must be clearly noted on the outside of the carton. Non-truck shipments do not require pre-authorization, but warranty determination will not be made until inspection has been completed. Provide Credit Card information if required.

____ I require pre-authorization for a truck shipment (mail, fax, or e-mail this form for pre-approval).

Visa / Mastercard (circle one)

Credit Card # _____ Security Code _____
Name on Card _____ Exp. Date _____

I authorize Jack Richeson Co. to charge the above credit card up to \$35.00 for inspection, repair, and/or return shipping of my product. I will be contacted for authorization if charges will exceed this amount.

Signature of Cardholder _____

Return Addresses:

Mail:

Jack Richeson and Company
P.O. Box 160
Kimberly, WI 51436

UPS/Truck: (Authorization # required)

Jack Richeson and Company
557 Marcella Street
Kimberly, WI 51436

Customer Service for Pre-Authorization:

Phone: 800-233-2404

Fax: 800-233-2545

E-mail: jackie@richesonart.com

**Jack Richeson and Company does not accept returns or issue refunds.
See your retailer's return and refund policy.**

Jack Richeson and Co., Inc. Product Warranty*

(*excludes BEST product line, see BEST warranty for information on these products)

Jack Richeson products (excludes BEST product line; see BEST warranty for information on these products) are guaranteed to be free from defects for 90 days after purchase from an authorized Richeson retailer. See our website at www.richesonart.com for warranty claim forms and return instructions. Damage from shipping companies is specifically excluded. Damage from abuse of product is specifically excluded

Jack Richeson and Co., Inc. Best Artist Easels & Best Furniture Product Warranty

Best Artist Easels guarantees to repair or replace any part from any Best easel or taboret that fails in the normal course of use, within the lifetime of the product, for the original owner. Proof of purchase from a Best Easel retailer is required. Consumer is responsible for packing, shipping and return shipping costs if more than 90 days have elapsed since the original date of purchase.

If less than 90 days have elapsed since date of purchase, consumer is responsible for packing the product in the original shipping cartons with original packing materials. JRC will arrange return shipping if the product can not be repaired with a replacement part. **Failure to utilize original shipping materials will void your warranty.**

Contact customer service at 800-233-2404 for Repair Authorization Number, prior to shipping. Damage from shipping companies is specifically excluded. Damage from abuse of product is specifically excluded.

Best Artist Easels additionally guarantees that we will provide replacement parts for lost items, or parts damaged other than in the normal course of use, at a reasonable cost, for the lifetime of the easel. Consumer is responsible for packing, shipping and return shipping costs, if applicable.

This guarantee specifically excludes all other furniture and all other