



261 South Main Street  
Cattaraugus, New York 14719

**Setterstix Return Policy**

March 2, 2015

The Setterstix product, unless otherwise specified, is made in compliance with FDA standards for direct food contact. Therefore, we are only able to accept unopened cartons for return. All returns must be made within 15 days of delivery and are subject to inspection & a 20% restocking fee. If you receive a wrong item due to our error, we will pay the return shipping cost & waive the restocking fee. All other returns must be shipped prepaid to our Cattaraugus, NY facility. All returns must have a Return Authorization Number from our Customer Service Dept. Special orders, printed & close-outs are not returnable.

If the product you receive is damaged, defective, or the wrong item, call or email our Customer Service Dept (716-257-3451 or [nan@setterstix.com](mailto:nan@setterstix.com)) with a brief description of the problem & to obtain a Return Authorization Number if applicable. In the case of suspected defective product, please have the lot# & inspector# available from the carton. Customer Service will provide all necessary instruction for any return.

No refund, credit, or replacement may be made until we receive the product in question back to our facility for inspection. Processing time once we have the returned product is normally 1 to 10 days, at which time Customer Service will contact you with disposition and issue the appropriate credit or refund (in the case of credit card sales).

All credit card users must either sign below acknowledging receipt & agreement to this Return Policy & forward a copy to the Customer Service Dept. or forward an email to the Customer Service Dept. referencing receipt of & agreement to the "Setterstix Return Policy dated 3/2/15".

Name or Company: \_\_\_\_\_

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

Town/City: \_\_\_\_\_

ZIP code: \_\_\_\_\_

Federal Tax ID #: \_\_\_\_\_

Authorized signature & title: \_\_\_\_\_

Print above name: \_\_\_\_\_

Total Amount Charged to Credit Card for this order: \$ \_\_\_\_\_

**RETURN TO SETTERSTIX – FAX NUMBER: 716.257.9818**