

Print and complete this form. Include it with your returned merchandise and copy of your original invoice.

Returning An Order

We want you to be 100% satisfied with your shopping experience at **Aquarium Connection**. If you aren't completely happy with something you've purchased from us and it meets the qualifications below you may return it. All items are subject to a 15% restocking fee. Online returns and return policies may vary from Aquarium/Tennessee Water Gardens store policies. Online orders are handled in partnership with Aquarium Life Support Systems via drop shipment. All returns must be shipped to the address below.

The following products do not qualify for return and or cash credit:

Livestock of any kind; filter pads or any opened filter material; opened or used chemicals or food; products that are not defective and come in contact with water.

Qualifications for your returns:

- 1) The product must have been purchased within the last 15 days and be in its original packaging in resalable condition. Foods and chemicals must be unopened.
- 2) The items must not look used or worn.
- 3) We do not refund shipping and handling unless it is due to a shipping error on our part.
- 4) If you wish to return any item, it must be returned with the completed Merchandise Return Form included with your order and a Return Merchandise Authorization (RMA) number. This information helps ensure quick and proper handling of the returned item. Place include either this form, or a copy of it, completed and a copy of your Invoice inside the package. Carefully wrap your package, insure, and ship it to:

ALSS Returns Department at 3343 Mynatt Avenue, Knoxville TN 37919

If you have questions or need an RMA number you may e-mail us at cs@aquariumconnection.com or call Aquarium Connection at 865/588-2073. With your e-mail, please include a phone number should we have to contact you.

Damaged Merchandise

We pack all merchandise to meet Fed-X & UPS shipping standards. Occasionally, though, merchandise arrives damaged. Have your Fed-X/UPS driver or note the damage to the package. Inspect your shipment carefully. If you receive damaged items, contact us immediately by e-mail at cs@aquariumconnection.com or call Aquarium Connection at 865/588-2073.

Customer _____	Date of Purchase _____
Address _____	Date of Return _____
Phone # _____	RMA# _____
e-mail address _____	Credit Card # _____
Reason for Return _____	Exp Date _____
Customer Signature _____	Contact _____
Office Use Only:	
ALSS Manager _____	
Condition of Package _____	
Condition of Merchandise _____	