

**RETURN MERCHANDISE (RMA) FORM**

**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 refund:**

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 a completed Merchandise Return Form and a Return Merchandise Authorization (RMA) number. This information helps ensure quick and proper handling of the returned item. 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 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.

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

Customer \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Phone # (Daytime) \_\_\_\_\_

e-mail address \_\_\_\_\_

Reason for Return \_\_\_\_\_  
\_\_\_\_\_

Signature \_\_\_\_\_

Order # \_\_\_\_\_

Purchase Date \_\_\_\_\_ Return Date \_\_\_\_\_

**RMA#** \_\_\_\_\_

Credit Card # \_\_\_\_\_

Exp Date \_\_\_\_\_

Contact \_\_\_\_\_

Name and Address on Credit Card if different  
\_\_\_\_\_  
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