



# JOHNSON STRING INSTRUMENT RETURN AUTHORIZATION FORM

ORDERS & CUSTOMER SERVICE johnsonstring.com or (800) 359-9351

**ABOUT RETURNS & EXCHANGES**

Thank you for shopping with Johnson String Instrument. We take great pride in our reputation for providing the best quality products and services. The Johnson Guarantee ensures that you will be completely satisfied with your purchase. We request that you inspect all items thoroughly once they arrive. If for any reason you are not completely satisfied with your purchase, or if you believe there may be a manufacturing defect, we will be happy to replace, exchange, or issue a refund for the value of the merchandise within 14 days of purchase for Instruments & Bows (excluding guitar family instruments, electric instruments, and Johnson Artist products), or within 30 days of purchase for all other items. Please refer to our return policy posted at <https://www.johnsonstring.com/returns.htm> for more information regarding returns on instruments, strings, electric instruments, cases, sheet music, and instrument fittings.

**STEP 1: PLEASE CALL (800) 359-9351 TO RECEIVE YOUR RETURN AUTHORIZATION NUMBER**

**RA #:**

**STEP 2: PLEASE FILL OUT THE INFORMATION BELOW FROM YOUR ORIGINAL INVOICE**

Customer No.	Invoice No.	Invoice Date
		/ /

**STEP 3: LIST THE ITEM(S) YOU ARE RETURNING AND INCLUDE A REASON (see chart at right)**

QTY Returned	Reason Returned	Item Number - Description

Reason	
11	Defective
12	Not as Pictured
13	Wrong Item Shipped
14	Ordered Wrong Item
15	Changed Mind

**STEP 4: IF YOU WISH TO EXCHANGE, PLEASE FILL OUT THE INFORMATION BELOW**

QTY Requested	Item Number	Description	Price

CHECK HERE IF YOU WISH TO ORDER OR EXCHANGE MORE THAN 2 ITEMS. LIST ADDITIONAL ITEMS ON REVERSE SIDE.

**STEP 5: PAYMENT FOR BALANCE**

- CHECK (ENCLOSED)
- CREDIT CARD

CC#: \_\_\_\_\_

Expiration Date: \_\_\_\_\_ / \_\_\_\_\_

Signature: \_\_\_\_\_

**STEP 6: RETURN YOUR PACKAGE**

Cut out and place this label on the return package. Shipping is not included.

**FROM:** \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**TO:**                    **JSI RETURNS**  
                              **26 FOX ROAD**  
                              **WALTHAM, MA 02451**

**RA #** \_\_\_\_\_