

## CONTOUR DESIGN RETURN / EXCHANGE FORM

To improve our service, please fill out this form to ensure prompt processing.

Name (\*) \_\_\_\_\_  
 Company \_\_\_\_\_  
 Address (\*) \_\_\_\_\_  
 \_\_\_\_\_  
 Phone Number (\*) \_\_\_\_\_  
 Email address \_\_\_\_\_  
 Place of purchase \_\_\_\_\_  
 RMA number (\*) \_\_\_\_\_

*Fields marked with (\*) are required*

Item Part # or S/N	Invoice / P.O. / Sales Order #	REASON	WRONG / SYMPTOMS

**REASON FOR RETURN**

- A credit (within 30 days from day of purchase)
- B exchange within 30 days of purchase
- C exchange of a defective unit within the period of warranty

**WRONG/SYMPTOMS**

1. the cursor doesn't move AND the buttons don't work
2. the cursor moves BUT the buttons don't work
3. the cursor doesn't move BUT the buttons work
4. the cursor moves erratically
5. the mouse only move in one direction
6. one or more buttons stopped working
7. the plug or cable broke
8. wrong model (only applicable to reason A and B)
9. wrong size (only applicable to reason A and B)
10. just didn't like it
11. other (please specify)