



**4440 Muhlhauser Rd  
Suite 300  
West Chester, OH 45011-9767  
877-536-7763**

**Thank you for choosing LEM Products Direct for your meat processing needs.**

Please check this order carefully. It is your responsibility to notify LEM within 7 days if this order has been shipped incorrectly or if items are missing from the box. After 7 business days it is assumed that all products are delivered in good condition and all items listed on this pick ticket were received. If there were items on backorder at the time this order was shipped those items may be delivered at a later date.

**Warranty and Warranty Duration:** Please refer to your owner's manual for specific details on warranty.

**Return Policy:** If you are not satisfied with the product for any reason you can return the product to the above address within the first 30 days. LEM Products Direct has a 30 day money back guarantee, after this time period a refund will not be issued. Items returned outside of the 30 day money back guarantee will receive a credit on account that must be used within one year or will be forfeited. Returned product must be in like new condition with original packaging. To receive a refund or exchange fill out the bottom portion of this form and return it with the product. LEM highly recommends using a form of delivery which offers tracking. Once the items are received at LEM Products Direct the return will be processed within two weeks. Per your instruction a refund or exchange will be given. If an exchange is requested an additional \$5 shipping fee\* and any oversized & additional shipping charges\*\* will still apply and be added to the charge for the exchange item (please include payment or an additional payment will be charged to the credit card which was originally used for this order.) Shipping fees are nonrefundable and return shipping charges must be paid by the customer. Any item, **except food items and videos**, which has been deemed unsatisfactory by the customer may be returned within 30 days of the purchase. The item must have been purchased directly through LEM Products to qualify for a return.

**EXCHANGE/REQUEST A REFUND:**

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

Item being returned: \_\_\_\_\_

Reason for return: \_\_\_\_\_

I would like a refund:  (For a refund, returns must be received within 30 days of purchase)

I would like to exchange for the items listed below:

| Item # | Description | Price                       |         |
|--------|-------------|-----------------------------|---------|
|        |             | \$                          |         |
|        |             | \$                          |         |
|        |             | Additional shipping *       | +\$5.00 |
|        |             | Item Additional Shipping ** | +       |
|        |             | OH tax                      | +       |
|        |             | Refund                      | -       |
|        |             | Total due                   |         |

Charge to: MasterCard, Visa, Discover, American Express

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

X \_\_\_\_\_

Phone number to call in case we need to contact you regarding your refund or exchange: \_\_\_\_\_