



Customer Service Form

◆ Please complete and fax this form to our office to communicate issues regarding our products ◆

Store Name: _____ Tel: _____

Your Name: _____ Date: _____

Items Purchased: _____ Date: _____

Ship Date: _____ Inv#: _____ Ship via: _____ PO#: _____

Please detail nature of concern/complaint below and state your expected resolution:

Note: Valley Leather values good customer relations and will service all justified complaints. In order to service you properly, we require you to supply us with the following information:

- ◆ a picture of area of concern - digital pictures via e-mail or
- standard pictures via post
- ◆ have your Valley sales rep look at the problem before you report issue to us

If the furniture is in your customer's home, please provide the following information:

Customer Name: _____ Tel: (h) _____

Address: _____ (c) _____

Delivery: picked up by customer delivered by store

Thank you for completing this form; we will contact you within 24 hours of receiving the pictures.

Should a merchandise return be required, a RETURN AUTHORIZATION NUMBER (RA#) will be assigned. Please note that **NO returns will be accepted** by Valley Leather without this RA number.