



## Returning Online Purchases from Hoover.com

***Thank you for purchasing from Hoover.com.***

If you're unhappy with your purchase from Hoover within 30 days from the date of purchase, please follow the instructions below for a timely return. **Products purchased directly from Hoover.com may be returned for credit within 30 days of the date of purchase.**

1. Please return your product in its original packaging.
2. Secure the bottom portion of this form (below the perforation) to the outside of your package.
3. Clearly copy down your original order number in the space listed below. **If your order number is not listed with your return, you will not receive a credit.**
4. Returned products must be sent postage prepaid to the following address:

TTI Floor Care  
c/o DRP Inc.  
100 Strowger Blvd  
Brockville, Ont K6V 5J9

Credits are issued via the payment method used for original purchase. Beyond 30 days credits will only be issued when Hoover determines that the return is due to a mistake made on the original order by Hoover. Products sent in to Hoover will not be returned to sender whether credit is issued or not. Shipping charges are not credited. Hoover does not reimburse postage/shipping charges to return product. Products returned "collect" or "COD" will not be accepted. Please allow 4-6 weeks for processing of a return.

Any other questions, please contact customer service at **(800) 944-9200** Monday - Friday 8:00 a.m. to 7:00 p.m. EST.

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Return Address:

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ORDER #: \_\_\_\_\_