OUR GUARANTEE

All equipment we sell is guaranteed for 1 year against defects, and ingredients are guaranteed fresh for 60 days. We feature a 60 day money back policy on everything we sell (even if you have used it). If you are dissatisfied with any product, return it within 60 days via insured carrier for a refund. There is no need for return authorization, just fill out the form below. Thank you!

WHAT CAN BE RETURNED OR EXCHANGED (AND HOW LONG DO I HAVE)?

1. All items can be returned within 60 days of shipment for a refund or exchange (less original shipping charges).
2. Items purchased as part of a kit must be returned with all other kit parts if a refund or credit is requested. For example, a Draft System must include all items originally shipped to qualify for a refund. We will not give refunds on individual kit items or kits with parts missing.

RETURNS AND DAMAGED OR DEFECTIVE ITEMS

Customer is responsible for all return shipping costs via insured carrier. If you have received an item you did not order, or received a defective or damaged item, please email **service@williamsbrewing.com** or call **800-759-6025** before making a return. Pictures are appreciated if applicable to show damage.

1. WHAT SHOULD WE DO?

- ☐ Defective - Please send replacement (1 year warranty)
- ☐ Defective/damaged - I have replacement, please refund (60 days)
- ☐ Arrived damaged - Please replace (60 day return policy)
- ☐ I don't want this - Please refund (60 day return policy)
- ☐ Please exchange for other items (60 day exchange policy)

2. SHIP REFUND OR REPLACEMENT TO:

Name

Address

City State Zip

Daytime Phone:

3. I AM RETURNING THE FOLLOWING:

Catalog #	Quantity	Reason For Return	Price
Total Price of Returned Items for Refund ☐ or Exchange ☐			

4. PLEASE EXCHANGE FOR:

Catalog #	Quantity	Description	Total
		Total for New Items	
		Less Total Price of Returned Items:	
		New Total:	
		Applicable Sales Tax (CA only):	
		*Shipping if under $99.99	$6.99
		Total Due:	

*Heavy items like 50 pound sacks, glass carboys. and glass bottles are subject to actual shipping charges - see website.

5. ORDER REFERENCE # (See Reverse Lower Right) _____

6. IMPORTANT: REQUIRED PAYMENT/REFUND INFORMATION

☐ Originally paid for by check, please refund by check (I have enclosed a balance due check if required for additional merchandise or shipping on an exchange).

☐ Originally paid by credit card, please credit (or charge if balance due) the credit card originally used.

☐ Originally paid by PayPal, please credit the PayPal account orginally used (we cannot charge your PayPal account for additional items, so PayPal orders can only be refunded).

HOW TO RETURN AN ITEM

1. See if item is eligible for return, by reading 'What Can Be Returned' above.
2. Fill out this form, sections 1-6, giving all required information.
3. Package return securely and label with the returns label at right.
4. Ship to William's Brewing via prepaid insured parcel carrier.
5. We will promptly process your return the day we receive it.
6. Questions? Email to service@williamsbrewing.com, or call 800-770-0620 between 8-5 Pacific Time Monday through Friday, Saturdays 8-2.

Returns Label

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To: **William's Returns Dept.**,
2088 Burroughs Avenue
San Leandro CA 94577-5612