



# ECHO 7-Day Money Back Guarantee Return Claim

Return to OED – Attn: Lori White  
E-mail: lwhite@oedinc.com or Fax: 800.877.9163

## There are 3 steps required to process a return claim:

- Retail customer must return unit to dealer within 7 days of purchase
- Dealer fills out 7-Day Money Back Claim form below
- Dealer submits 7-Day Money Back Claim form with a copy of the original sales receipt and customer sales credit to OED to receive a credit for 15% of MSRP.

**Note:**

*No special parts pricing will be provided to get returned units into "like new" condition again.*

**Dealer is responsible for selling the returned unit as "used" or keep and use the unit in their demo fleet.**

Customer Name: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_ Date of Return: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Model: \_\_\_\_\_ Serial Number: \_\_\_\_\_

Reason for Return:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Did customer buy another piece of equipment to replace the returned machine?  Yes  No

What did the customer buy? (i.e. model, brand) \_\_\_\_\_

Dealer Name: \_\_\_\_\_ Dealer Number: \_\_\_\_\_

**DISTRIBUTOR USE ONLY**

Date of Claim: \_\_\_\_\_

Purchase Price: \_\_\_\_\_

Dealer Credit Amount: \_\_\_\_\_

ECHO, Inc. Amount: \_\_\_\_\_

