

Dear Customer,

Thank you very much for your support of ContacEZ, and we are sorry to hear that our products have broken during use in your office. In order to determine if your damaged products are eligible for replacement, please answer the following questions, and return the completed form to us either by email to customerservice@contacez.com, or by fax to (360) 694-6191.

Additionally, in order to qualify for replacement, the damaged products will need to be returned to our office for inspection by our quality control team.

Name of Doctor using the products: _____

Name & Position of the person filling out the form: _____

Office Phone Number: _____

Office Email Address: _____

Type of products broken (name/color): _____

Number of products broken: _____

Describe the procedure taking place when the products were broken:

Once your answers to the above questions and the damaged products have been received, our quality control team will inspect the damaged products and review your responses. A decision regarding your eligibility for replacement products should be sent to your office within 10-14 business days. Thank you very much for your patience and understanding during this process.