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InterMountain Railway Company – Repair / Return / Exchange Form

There is no need to contact us prior to sending in your item however if you do contact us we may be able to address your issue without having to send it to us. Many issues can be resolved over the telephone or if DCC related, by viewing our DCC Assistance page: <http://intermountain-railway.com/customerservice/csdcassistance.html>

Instructions:

- Complete this entire form and include it in the package with your item(s). Be complete - as the more information you provide can help speed your repair/return/exchange. Use the back of the form if necessary.
- Including your email address allows you to be notified when your item arrives, and when it is complete.
- Generally, expect repairs to take no more than 2 weeks after arrival at InterMountain, plus shipping time.
- Ship your item with any carrier that is convenient for you and that will provide a tracking method for your shipment. **Please do NOT purchase shipping insurance for your item.**

IMPORTANT: ANY PRODUCT NOT RETURNED IN THE ORIGINAL PACKAGING IS SUBJECT TO A REPAIR FEE IF DAMAGED!

Information (Please Print Clearly):

Name: _____

Email Address: _____

Address: _____

Phone Number: _____

City/State/Zip: _____

Item:	Issue Description:	Circle One
		Repair / Return / Exchange Note: DC or DCC or N/A
		Repair / Return / Exchange Note: DC or DCC or N/A

Address All Items To:

InterMountain Railway Company
ATTN: Service
1224 Boston Ave
Longmont, CO 80501