

**Really Great Reading Company, LLC**  
**RETURN POLICY**

*Your complete satisfaction is important to RGR. If you are not satisfied with your purchase, please return it to RGR within 60 days of ordering for a refund, credit, or exchange. Shipping/handling charges are not refundable. All items returned must be in unused, saleable condition. Include completed form in return package, and fax a copy to 240-465-0478*

*Returning Merchandise? Here's how:*

<b>STEP 1</b>	<b>ORDER INFORMATION: Complete the following to assist us in accurately processing your return</b>		
	RGR Order/Invoice #:		PO #:
	Customer Name:		Phone #:
	Company:		Email:
<b>STEP 2</b>	<b>LIST THE ITEMS YOU ARE RETURNING BELOW:</b> <i>(additional items use separate page)</i>		
	Code	Description	Quantity
<b>STEP 3</b>	<b>REASON FOR RETURN: (Check Appropriate box)</b>		
	<input type="checkbox"/> Damaged	<input type="checkbox"/> Wrong Item Sent	
	<input type="checkbox"/> Wrong Item Ordered	<input type="checkbox"/> Too Many Sent	
	<input type="checkbox"/> Duplicate Order	<input type="checkbox"/> Other (explain)	
<b>STEP 4</b>	<b>COURSE OF ACTION: (Check Appropriate box)</b>		
	<input type="checkbox"/> Refund – processed based on original payment method; allow 4 weeks for processing		
	<input type="checkbox"/> Credit		
	<input type="checkbox"/> Send replacement of same item(s) that are being returned		
<b>STEP 5</b>	<b>EXCHANGE OF ITEM: LIST NEW ITEMS YOU ARE REQUESTING</b> <i>(RGR Customer Service will contact you regarding any required payment)</i>		
	Code	Description	Quantity
<b>STEP 6</b>	<b>RETURN SHIPPING:</b> Please include this document and ship products by UPS or insured mail or by some other method that allows for tracking your shipment <i>(C.O.D shipments will be refused)</i> .		
	<p><b>Returns Processing</b>  121 N. Shirk Rd  New Holland, PA 17557</p>		