



# Returns and Exchange Form

## RETURN POLICY

Your complete satisfaction is important to Really Great Reading. If you are not satisfied with your purchase, please return it within 60 days of ordering for a refund, credit, or exchange. Shipping/handling charges are not refundable. All items returned must be in unused, salable condition. Include a copy of the completed form in every return box and email a copy to [info@reallygreatreading.com](mailto:info@reallygreatreading.com).

### 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: (additional items use separate page)</b>		
			DATE: _____
	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 (RGR Customer Service will contact you regarding any required payment)</b>		
	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>		