

**CULTURE FOR KIDS RETURN/EXCHANGE FORM**

**(Valid within 30 days of purchase)**

Customer Service: 1-800-765-5885 or 1-513-563-3100 (Monday-Friday, 9 AM - 5 PM, EST)

Fax: (513) 563-3105 • e-mail: info@cultureforkids.com

**FOR ALL RETURNS, PLEASE COMPLETE THE FOLLOWING INFORMATION**

(PLEASE PRINT)

**RETURN POLICY**

If you are not completely satisfied, we will cheerfully give you an exchange or refund within 30 days of the invoice date as long as the returned products are in their original, saleable condition. Video, audiotapes and software are not returnable unless they are unopened or found to be defective.

If you need to return an item, pack the item(s) well, enclose this completed form and ship back to us. We recommend you use a trackable shipping method to ensure we receive your return merchandise. If it is due to an error on our part, please call us so we can make proper arrangement such as issuing postage for your return. We will do our best to handle the transaction quickly and in accordance with your wishes and this return policy.

We are particularly interested in knowing any reasons for which you may be dissatisfied.

If you are requesting a credit to your credit card, please allow approximately one billing cycle for the credit to appear on your statement.

**\* Books are easily damaged. Please make sure that they are properly packaged with enough packing material (padding) to ensure that they will not be bent and their corners and sides are protected. 50% credit will be given if books arrive damaged. No credit can be given for items stickered, written in or otherwise damaged.**

ITEM	DESCRIPTION	QUANTITY	PRICE

**REASON FOR RETURN :**

- DISLIKE AN ITEM (feel free to explain) \_\_\_\_\_
- DEFECTIVE ITEM \_\_\_\_\_
- DAMAGED ITEM \_\_\_\_\_
- SENT WRONG ITEM \_\_\_\_\_
- OTHER \_\_\_\_\_

**WHAT ACTION WOULD YOU LIKE US TO TAKE?**

(We gladly pay regular shipping charges for defective items or errors on our part. Please call us.)

- I WOULD LIKE A CREDIT SLIP TO BE USED WITH FUTURE ORDERS.
- I WOULD LIKE TO MAKE AN EXCHANGE. (PLEASE FILL OUT NEW ORDER FORM BELOW.)
- I PAID BY CHECK; PLEASE SEND ME A REFUND.
- I PAID BY CHARGE; PLEASE CREDIT MY ACCOUNT. (CREDIT WILL BE GIVEN TO ACCOUNT ORIGINALLY CHARGED.)

**IF YOU WOULD LIKE AN EXCHANGE, INDICATE ITEM(S) YOU WISH TO RECEIVE**

ITEM	DESCRIPTION	QUANTITY	PRICE

Add shipping \_\_\_\_\_  
Total \_\_\_\_\_

- The exchange item price is greater than the returned item. I have enclosed a check.
- The exchange item price is greater than the returned item. Charge my credit card.

Credit Card # (Visa, MasterCard, AmEx, Discover) \_\_\_\_\_ Expiration Date \_\_\_\_\_

Please feel free to use a new order form or piece of paper for more than 4 items. Thank you.

Use this as your return label and use clear tape to affix to the box. :

For internal use only:

- \_\_\_ The returned items arrived in saleable condition.
- \_\_\_ The returned items are damaged.

List damaged items:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Invoice # \_\_\_\_\_**

**Culture for Kids Return Dept.**

**4480 LAKE FOREST DR STE 302**

**CINCINNATI OH 45242-3726**