

Return Procedure

If you received merchandise that has suffered shipping damage, you did not receive the items you ordered, or received the wrong quantity; **you must contact HRD Press at 800-822-2801 within 3 business days of receipt to report the problem.** You will receive a replacement shipped at our expense as soon as possible or your payment will be refunded. We may ask you to return the damaged items at our expense.

For all other returns, HRD Press will provide a credit or refund for merchandise returned within *30 days of the invoice date, received in our warehouse in saleable condition.*

1. We advise you to contact HRD Press to get a **Return Authorization Number. Please contact us at 800-822-2801.** Please write the return authorization number on the outside of the package.
2. **HRD Press will not refund shipping charges** unless the merchandise was reported as damaged or missing by the customer within 3 days of receipt, as outlined above.
3. Full credit or refund may not be issued for items that have been marked or otherwise damaged by usage or in return shipping. Please repack the merchandise in the carton in which it was shipped to you and use the original or similar packing materials. It is the responsibility of the customer to package merchandise to avoid damage on the return trip.
4. **Enclose this form in the carton.** If you do not have a Return Authorization Number, you must enclose a copy of the invoice or sales order to ensure timely processing.
5. Detach and apply the preprinted RETURN LABEL provided at the bottom of this form to address the package. Send your return to us by UPS, Federal Express, or another traceable shipping method.

Name/Company: _____

Check one: **Invoice** **Order** **Return Authorization Number** _____

Item code	Quantity	Description
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____



RETURN SHIPPING LABEL: Cut along this dotted line and use the bottom portion as a shipping label.

From _____

Return Authorization Number: _____

**HRD PRESS RETURNS DEPARTMENT
c/o ViaTech Publishing Solutions, Inc.
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Batavia, NY 14020**