



# Pre-Authorized Return Form

Return Department - 101 Peter Gill Road - Henderson, NC 27537

Order Number: \_\_\_\_\_

**To assist us in serving you better, please indicate the reason for return by circling one of the below options:**

- |                                |                                     |                             |
|--------------------------------|-------------------------------------|-----------------------------|
| No Longer Wanted               | Received Wrong Item                 | Defective (explain below**) |
| Poor Quality (explain below**) | Not as advertised (explain below**) | Arrived too late            |
| Duplicate Order                | Ordered Wrong Item                  | Other: _____                |

**Explanation:**

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## List Items Returned

<b>Item Number:</b>	<b>Description:</b>	<b>Quantity:</b>	<b>Price:</b>	<b>Total:</b>
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Item Number:	Description:	Quantity:	Price:	Total:

**Damages, defects, Shortages, Wrong Items:**

It is important to check all packages before signing receipt. If there is any apparent damage to the box or sign of missing items please have the driver mark damaged. Open all packages immediately and inspect for damage. Concealed damage must be notified within 15 days of receipt in order to file claims with the carrier. Check your merchandise against the packing slip for any missing items. Contact our customer service department within 15 days with shortages or overages.

**\*\*\*Return Policy:**

We regret we cannot give refunds on opened DVD's or Books. All damaged and defective media will be replaced by identical products. If you no longer need a product please feel free to return the product within 30 days and we will refund your account through the method of payment provided on your original order. Any return made after the 30 day period but before 365 days we will issue a store credit. We regret we will not accept merchandise ordered past 365 days. Returns not due to our mistake (ie: defect, damage, wrong item) are returned at the customer's expense by the carrier of the customer's choice.

If a product is damaged, defective or wrongly shipped please contact our customer service department for resolution.

Merchandise drop shipped from the vendor must have a RA# and will generally have a restocking fee unless due to defect or wrongly shipped item.