



TrojanBookstores Direct Marketing
Returns Department
3401 S. Grand Avenue
Los Angeles, CA 90007

FOR EXCHANGES OR REFUNDS

- Complete the return form below, including a daytime phone number. For faster processing, please include a copy of the original invoice.
Ship your return to the address above.
If purchase was made via credit card we will refund to that credit card. If purchase was made via check or money order we will issue a refund check.
For exchanges, please include a \$4.00 shipping fee to cover the cost of delivering the substitute item. PLEASE DO NOT SEND CASH. Please make checks payable to TrojanBookstores.
DVD, CD and VHS purchases can only be exchanged or refunded if unopened in original packaging.
THERE ARE NO REFUNDS OR EXCHANGES ON SALES ITEMS.
Please wrap your package securely. We recommend UPS because they insure packages and have the ability to track the package. We recommend that you keep copies of all paperwork in the event the package is lost or damaged in shipment. WE ARE NOT RESPONSIBLE FOR LOST/MISDIRECTED PACKAGES.
Please note that ALL SHIPPING COSTS ARE NON-REFUNDABLE.
Credit card refunds are issued within one week upon receipt of package. Please allow 4 to 6 weeks for checks to be received. Store vouchers can also be issued upon request.

FOR RETURNS DUE TO A DEFECT OR INCORRECT ITEM SENT

- If the item you received had a defect in the material or design, or if the item you received was not the item you originally ordered, we will arrange for the item to be replaced. Please call (800) 447-8620 for details.

FOR RETURNS DUE TO DAMAGE BY UPS

- If the item was damaged by UPS please keep all packaging materials and call (800) 447-8620. We will arrange to have UPS inspect the merchandise at your address and we will send a replacement.

«RETURN FORM»

Name _____ Phone _____

Address _____

Order No./Order ID _____

Table with 2 main columns: ITEM RETURNED and ITEM ORDERED/EXCHANGE. Sub-columns include QUANTITY, SIZE, REASON FOR RETURNING, COLOR, and PRICE.

Payment options: Visa, MasterCard, Discover, AmEx

Card Account No. [Grid of 16 boxes]

Expiration Date [Month] [Year]

Amount ordered in exchange \$ _____
Please add 8.25% sales tax \$ _____
Shipping fee for exchanges \$ 4.00
Subtotal \$ _____
Amount to be credited or charged \$ _____