

RETURN FORM

Please fill out the form below completing all the customer fields. Save and return the form to our customer service team: customerservice@scholarschoice.ca

Return Authorization Number (*office use*):

Original Invoice Information (*customer field*):

Customer ID (*office use*):

Product SKU Number (*customer field*):

Reason for return (*customer field*):

Date of Return (*customer field*):

Credit Memo Number (*office use*):

Is product in saleable condition? *i.e. in its original packaging not used* (*customer field*):

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Date of Refund (*office use*):

Process By (*office use*):

Return Policy

All returns will be processed in the manner in which they were paid - Credit Card, Gift Card, or PayPal.

We guarantee the quality of our merchandise for at least one year, under conditions of normal use (normal use being defined as wear and tear incurred while the merchandise was being used for its intended purposes). We will replace or exchange for credit any product that does not perform to your satisfaction.

Within 30 days from original date of purchase, unused items may be returned for credit, exchange, or refund. Resource book spines must be intact and all other product must be in re-saleable condition. Please allow 24 hours for the return to be processed.

Our Member purchase tracking system allows our Members to return items without a receipt and will be extended an *additional 30 days from date of purchase for a grace period of 60 days. All sale items are final sale and are not eligible for returns or credit.

Orders that have been shipped are subject to a 15% restocking fee and return freight charges.

A note about e-Books: Due to the nature of the product, all e-Book orders are final sale. e-Books are an electronic file and cannot be retrieved once they are sent to your computer.

Truck items will not be returned to the retail store in any situation - they must be returned to Head Office. Items that are returned to HO require an RA#.

Scholar's Choice reserves the right to change or cancel any part of your order at any time.