

Please fill out this form and return it to orders@nsta.org

Claim Date: _____ Delivery Date: _____

NSTA Invoice #	Contact Name	Company Name	Customer P.O. #

Return Reason Codes: Record appropriate number in the Return Code # column below

- | | | |
|----------------------------------|---------------------------------|----------------------------------|
| R1. Arrived too late | R6. Not as expected | R14. Exchange/replacement |
| R2. Discount not applied | R7. Duplicate order | R22. Overstock |
| R3. Cancelled | R8. Damaged in shipment* | |
| R4. Ordered wrong product | R13. Wrong item sent | |

Item	QTY	Description	Unit Price	Return Code

Reseller Return Policy

To return an item, indicate the reason for the return, include the packaging slip or invoice, and wrap the package securely.

Please note that omitting any of the information requested above may delay proper crediting to your account. If you are unsure of the original invoice number or need a copy of the invoice, please contact us at 1-800-277-5300.

* Claims for books "damaged in shipment" must be documented with photograph(s) showing the products and packaging within two weeks of delivery.

NSTA refunds or credits the purchase price only. Certain sale items are nonreturnable. The customer is responsible for paying the shipping and handling on the invoice, and for shipping the package back to NSTA.

Returned goods, plus this Return Form, must be sent to the address below, or a \$50 rerouting fee will be applied.

Return Address:

PSSC
c/o NSTA Returns Department
46 Development Road
Fitchburg, MA 01420

TO BE COMPLETED BY NSTA

Return authorized by:			
Approved Date		Approved Code	