



# Pathway Press & Resource Center

## Return Authorization Form —Individuals/Churches

RA# \_\_\_\_\_ - \_\_\_\_\_ Date: \_\_\_\_\_ Customer Service Rep: \_\_\_\_\_  
 (Date) (Customer's Acct. #)

*In an effort to provide excellent products and services, please note our return and shipping policies. In observance of industry standards, a 5% restocking fee will be applied to all Sunday school curriculum returns. Our return authorization form, which is required for all returns is included here or may be accessed on the homepage of our website, [www.pathwaypress.com](http://www.pathwaypress.com). We ask that you submit this form with your returns in order to ensure continued optimal service.*

### Return Policy

**1.** Merchandise being returned from a customer must be returned and received by Pathway Press within 4 weeks of the date of the invoice included with the merchandise. **2.** All returns must be accompanied by the original invoice provided by Pathway Press. **3.** All returns must be accompanied by a completed return authorization form. Extra forms are available at our website—[www.pathwaybookstore.com](http://www.pathwaybookstore.com), by clicking a link located at the bottom of the home page. **4.** Only clean, saleable merchandise will be accepted. **5.** Only current merchandise can be accepted for credit. **6.** Out-of-print or discontinued items are not returnable. **7.** CD and DVD returns must be unopened. **8.** A restocking fee of 5% will applied to Sunday School curriculum returns.

### Shipping Policy

**1.** All customers are financially responsible for freight charges incurred during return shipment to Pathway Press. **2.** All packages must have a return address. **3.** All items should be packed well and in the original packaging, if possible. **4.** If original packaging is not feasible, all merchandise should be packed to prevent damage during shipment. The condition in which Pathway Press receives the merchandise will determine whether or not a return request is granted. **5.** Make sure merchandise is tightly packed and secured with packing peanuts or other security. **6.** If a package is breakable, please mark "FRAGILE" on the package.

**Ship to: Pathway Press ATTN: Returns Department  
 1080 Montgomery Ave. • Cleveland, TN 37311**

### Customer Information

Name: \_\_\_\_\_ Phone#: (\_\_\_\_) \_\_\_\_\_ Account#: \_\_\_\_\_  
 Bill to: \_\_\_\_\_

Ship to: \_\_\_\_\_

### Reasons for Return

1. Defective  
 -Type of defect: \_\_\_\_\_
- Replacement OR Credit (Please circle)
2. Duplicate Shipment
3. Over-stock
4. Customer Error (explain): \_\_\_\_\_
5. Pathway Error (explain): \_\_\_\_\_
6. Other (explain): \_\_\_\_\_

### Merchandise Information

Quantity	Item Number	Description
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

### Return Order Information

Order#: \_\_\_\_\_  
 Purchase Date: \_\_\_\_\_  
 Source: Phone Order  
       Mail Order  
       Website Order  
       Conference: \_\_\_\_\_  
 Shipped via: UPS  
               Parcel Post

### For Returns Department Use Only

Merchandise Received Date: \_\_\_\_\_  
 Return Order#: \_\_\_\_\_  
 Processed Date: \_\_\_\_\_  
 Processed By: \_\_\_\_\_

**Ship returns to:**  
**Pathway Press**  
**ATTN: Returns Department**  
**1080 Montgomery Avenue • Cleveland, TN 37311**