

Return Authorization Form—Trade Accounts

Customer Information

Caller: _____

Phone#: (_____) _____

Account#: _____

Bill to: _____

Ship to: _____

RA# _____
(Date) (Customer's Acct. #)

Date: _____

Customer Service Rep: _____

Return Order Information

Order#: _____

Purchase Date: _____

Source: Phone Order

Mail Order

Website Order

Conference: _____

Shipped via: UPS

Parcel Post

Merchandise Information

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

New Return Policy

1. Merchandise being returned from a customer must be returned and received by Pathway Press within 6 months 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.pathwaypress.org, by clicking a link located on the homepage. 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 be applied to all returns. (Five percent is derived from total credit amount requested.) 9. A charge of \$0.25 will be assessed for every item that contains a label that was not placed on the merchandise by Pathway Press.

New Shipping Policy

Please see reverse side for modified shipping requirements and policies.

Ship to:
Pathway Press
ATTN: Returns Department
1080 Montgomery Avenue
Cleveland, TN 37320

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): _____

For Returns Department Use Only

Merchandise Received Date: _____

Return Order#: _____

Processed Date: _____

Processed By: _____

In an effort to lessen shipping charges, orders under \$500.00 (retail price), \$250.00 (wholesale price), or 50 units will automatically be placed on hold for up to five business days. An order that meets at least one of the aforementioned criteria will be shipped immediately, without penalty. If a vendor chooses to release an order that does not meet the above criteria OR after the holding period of 5 business days, a vendor does not make an additional order(s) to reach at least one of the criteria, a service handling fee of 4% will be applied to the order. (Four percent is derived from the wholesale cost.)

1. All packages must have a return address.
2. All items should be packed well and in the original packaging, if possible.
3. 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.
4. Make sure merchandise is tightly packed and secured with packing peanuts or other security.
5. If a package is breakable, please mark "FRAGILE" on the package.