

Return Authorization Form—Individuals/Churches

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 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.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.

New 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 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: _____