

**THANK YOU FOR ORDERING FROM SUCCESSORIES!**

Your business is very important to us. If you are not satisfied with your order for any reason, please contact our customer care department at 800-535-2773 between 8:30 a.m. and 5:30 p.m. Eastern Time, Monday through Friday.

**TO EXCHANGE OR RETURN AN ITEM**

You must contact customer care for an RMA #. 800-535-2773

RMA#
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**\*NOTE: All returns MUST receive an RMA# from customer care prior to returning an item(s). NO REFUND or EXCHANGES will be granted without an RMA#. Successories will not be responsible for any returns received without RMA #. Replacements will not be shipped until exchanged merchandise is received. RMA #'s are valid for a period of 30 days from date of issue.**

1. Complete this form and include it with your return. Please keep a copy for your records.
2. Please repack items in their original packing materials, if they are in good condition.
3. **\*NOTE: RMA# MUST BE WRITTEN ON THE OUTSIDE OF BOX AND ON ALL**
4. Please ship your return via any traceable carrier (UPS ground, FedEx ground) within 90 days of your receipt.
5. Please provide a daytime phone number where you can be reached:

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**CREDITS AND REFUNDS**

**THE SUCCESSORIES GUARANTEE:** If you are not 100% satisfied with your purchase within 90 days of receipt, we will exchange your item, refund your money, or credit your account. We'll do whatever it takes to make it right! Please note: ***Engraved, imprinted and custom merchandise may not be cancelled, exchanged, changed or returned after you have given us final approval. With respect to our imprinting processes on promotional products, we reserve the right to ship and bill up to 10% over or under the quantity ordered.***

If your order was placed by credit card, a refund will be processed upon receipt of your returned merchandise, less shipping charges. Please allow 30-60 days for the credit to appear on your credit card statement, or a refund check to be processed and mailed. Open accounts will be credited upon receipt.

**REASON CODES:**

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|---|--|
| <b>101</b> Product broken                       | <b>403</b> Wrong quantity ordered            |
| <b>502</b> Not as pictured in catalog / website | <b>308</b> Wrong product shipped             |
| <b>104</b> Product dented                       | <b>404</b> Wrong product ordered             |
| <b>501</b> Poor quality                         | <b>204</b> Duplicate order shipped           |
| <b>107</b> Product scratched                    | <b>503</b> Product not as expected for price |
| <b>108</b> Engraving error                      | <b>205</b> Did not order this item           |
| <b>112</b> Product doesn't work                 | <b>304</b> Received too late for use         |
| <b>306</b> Wrong quantity shipped               | Other Defect/explain _____                   |

**Please indicate a Customer Return Reason Code in the appropriate box below**  
**Specify the action you would like us to take: Replace, Exchange, Credit Account or Refund.**

Qty.	Item number	Description	Reason Code	Requested Action (Exchange, Replace, Credit, Refund)

**If you are exchanging or reordering items of different value, please enter information below:**

Qty.	Item number	Description	Unit Price	Total Price