



Brings Learning Alive!

# Return/Exchange Form

EIN 26-3647766

Order # \_\_\_\_\_

## 1. Damaged Product

Occasionally, product may arrive damaged. Please contact TCI immediately upon discovery of damage whether the damage is visible upon receipt or discovered after opening the package. We will contact the shipper to have the product returned. The shipper will then pick up the entire damaged package from your location. The **entire contents** of the damaged box and the box itself must be returned to TCI.

## 2. Return/Exchange Policy

You may return or exchange unused, unmarked product in saleable condition within 60 days of the invoice date of your order. Product received at an event or conference is not applicable. **To expedite your return or exchange please call Customer Support at (800) 497-6138 for your Return Authorization Number and include this form with your return**

Return Authorization # \_\_\_\_\_

## 3. How to Return Items

- 1. Fill out the information on this form.** For a return, fill out section 2-5. For an exchange, fill out section 2-7.
- 2. Carefully wrap your merchandise.** Use a suitable box and strong tape. Items returned must be prepaid. We do not accept COD. Include this form in the box.
- 3. Send your package to:**  
Teachers' Curriculum Institute  
Attn: Returns  
3735 Bradview Drive, Suite 100  
Sacramento, CA 95827

## 4. Reason for Return

- 01 District ordered wrong item
- 02 Lost funding
- 03 Cannot use this year
- 04 Already have this item
- 05 Changed mind
- 06 Content does not match what I teach
- 07 Other \_\_\_\_\_
- 08 TCI error

### DESIRED ACTION

- Exchange for item(s) listed below
- Refund
- Open credit on account

## 5. Returned Items

I am returning these items:

Qty	Item No.	Description

## 6. Exchange Payment & Shipping Policy

Exchange item(s) will be shipped to the original ship-to-address on the order. We must receive payment for shipping and any difference in price **before** we ship the exchange item(s). For ground shipments, please add 8% of your total order or \$5 minimum for delivery. Ground shipment not available to Hawaii or Alaska. For air shipment, please add 12% of your total order or \$10 minimum for delivery. For international shipments, please call Customer Support at (800) 497-6138 for a quote.

- Check or money order enclosed
- New purchase order enclosed
- American Express    Discover
- MasterCard             Visa

Credit Card Number                      Exp. Date

Signature \_\_\_\_\_

## 7. Exchanged Items

I would like these items in exchange:

Qty	Item No.	Description	Price	Shipping