MERCHANDISE RETURN AND ORDER FORM

Return To: DAN, 6 West Colony Place, Durham, NC 27705. Complete and return this form with merchandise. Send insured and postage-paid. If returning by FedEx the package must automatically insured up to $100. We will refuse returned packages sent COD. We will refund shipping cost if we made an error or your product was defective. Educational products and services are non-refundable. **All claims must be submitted within 45 days of receiving your order**. If you need assistance, please call 1-800-446-2671.

Name _____ Member # _____
Address _____ Order # _____
City _____ State _____ Daytime Phone ( ) _____
Zip Code _____ Country _____ Evening Phone ( ) _____

LIST OF ITEMS RETURNED

Reason Code	Item Number	Quantity	Description of Item	Size	Price Each

*** To speed up your return, we ask that you provide the reason for your return by placing one of the following codes in the left column indicated by the arrow.*

RBO Backorder received too late*
RDA Damaged
RDE Defective (explain below)
RNO Item not ordered*
RNP Not as pictured or described* (explain below)
RDQ Disappointed in quality (explain below) *
ROW Ordered wrong size*
RIN Missing parts or instructions*
RWS Wrong size*
RCH Changed my mind*
RWI Wrong item shipped*
ROT Other (explain below) *
CODR COD Refused*
POR Points Order Return*

Explanation _____

_____

☐ Re-order items below ☐ Refund

Item Number	Quantity	Description	Size	Price

If the items above cost more than the merchandise being returned, please complete method of payment information.
Payment Method: ☐ Check or money order ☐ Master Card (13-16 numbers) ☐ Visa (13-16 numbers) ☐ AMEX (15 numbers) ☐ Discover (16 numbers)

Card Number _____ Expiration Date (required)_____ Signature _____

Please allow 5 days to process your return once received. You may be charged shipping and handling if your reorder is different from the item sent. *Items MUST be in new and resell able conditions upon receipt at DAN warehouse for full refund or exchange.