

# RETURN INFORMATION

## RETURN POLICY

Promptly Journals accepts returns that meet all the return requirements outlined below. Refunds will be issued for the purchase price of the product, less a 10% restocking fee. Shipping costs may not be refunded. Please allow 7-10 business days for processing.

## RETURN REQUIREMENTS

1. Journals must be in new condition, with no writing, pen marks or signs of wear\*
2. Journals must be returned in the original packaging, including Promptly shipping box and appropriate filler material (to prevent damage in transit)
3. Return must include completed Return Form

\*Please note that journals may be removed from original plastic covering, as long as the item is still in new condition.

## RETURN INSTRUCTIONS

Please send your return, including completed Return Form, to the address below. Return shipping is at customer's own expense.

Promptly Journals c/o IFS360  
ATTN: RETURNS DEPT.  
2080 S. Industrial Road  
Building B, Suite C  
SLC, UT 84104

## EXCHANGES

At this time, Promptly Journals is unable to offer exchanges. If you ordered the incorrect item, please return the unwanted item and re-order through our website.

## DAMAGED OR DEFECTIVE PRODUCT

If you receive a product you believe is damaged or defective, please send an email to [product@promptlyjournals.com](mailto:product@promptlyjournals.com) with any photos showing the damage. We would be happy to offer a replacement product.



## RETURN FORM

To return your item(s) to Promptly Journals, please complete this form and include it when you ship your return back to us. In order to be eligible for refund, returns must follow all instructions on previous page. Please allow 7-10 business days for processing.

Name:

Email Address:

Order Date:

Order Number:

Reason for Return:

- Damaged or defective (please describe below)
- Ordered wrong item
- Incorrect item received
- Other \_\_\_\_\_

Please describe any damage or defect present in the item(s):