

Noorart, Inc. Return and Exchange Form

INSTRUCTIONS:

1. Please complete the form below for all unsatisfactory returns. We recommend UPS or FedEx for return shipping **at your cost**. Purchase insurance to cover the value of the shipped merchandise. See website for detailed packing instructions for all books and media materials.
2. If you're returning damaged, defective, or incorrectly shipped items, please email us at: **returns@noorart.com** to request a prepaid shipping label.
3. Affix the return UPS label that we send to you or the address label (located on the front of the packing slip), to the outside of the package & send.
Wrap the package carefully, using original shipping box (if available) Place books flat, not on end, stuff with packing materials in box, and tape securely.
4. The 30-day exchange policy includes delivery of items to Noorart, please allow for delivery time.
5. Please ship all returns to: **Noorart, Inc. Attn: Shipping Dept. 1356 Exchange Dr. Richardson, TX 75081**
6. If you need further assistance, email us at **returns@noorart.com**.

REASON FOR RETURN

Also use the number to fill the Returned Items table

- | | |
|---------------------------------------|---------------------------|
| 1. Unhappy with the Items | 9. Damaged Item |
| 2. Item Does Not Work | 10. Item Not as Described |
| 3. Product Arrived Late | 11. Wrong Quantity |
| 4. Cancelled Back Order | 12. Changed my Mind |
| 5. Wrong Item Cust. Fault | 13. Packaging Damaged |
| 6. Wrong Item Noorart Fault. | 14. Other |
| 7. Found Better Price elsewhere | _____ |
| 8. Doesn't Meet Customer Expectations | _____ |

DESIRED ACTION

Check Appropriate Box

- Issue a store credit to my account
- Issue a credit to credit card previously used.
- Exchange the items for another product (indicate the item you want in the comments section)
- Replace damaged, defective, or wrong merchandise.

PLEASE REVIEW ALL RETURN POLICIES ON REVERSE SIDE OF THIS PAGE. FOR ALL MEDIA RETURNS (ELECTRONICS, TAPES, VIDEO, AUDIO CDS, CD-ROM SOFTWARE, DVDS, AND DVD-ROM SOFTWARE), ALL ITEMS MUST REMAIN IN THEIR ORIGINAL PACKAGING UNOPENED, AND IN PERFECT CONDITION. ALL BOOKS MUST BE UNMARKED, UNBENT & IN PERFECT CONDITION.

Customer Name:

Order#:

RETURNED ITEMS

Please fill in information for items being returned.

Reason Number #	Item Number	Qty.	Item Name and Description

COMMENTS SECTION

Please fill in comments, exchange item #'s, and descriptions
