

Return Form

For fastest possible service, complete this form and send it with the item(s) being returned to:

Vision Video
PO Box 540
Worcester, PA 19490

PLEASE NOTE:

- If your DVD does not play properly, we recommend trying it in another DVD player. In some cases, a DVD may be incompatible with a particular player, and returning it for a replacement copy will be ineffective. In such cases, a credit should be requested. If the DVD still does not play, please call us at 1-800-523-0226.
- We recommend you return your package via the United States Postal Service. Insuring the package is optional, but Vision Video cannot take responsibility for packages that do not arrive.
- Returns must be received within 30 days of receipt, undamaged and unmarked. No return will be accepted after 30 days without prior approval. Please allow 2-3 weeks for processing.
- Items returned after 30 days (with approval) will receive a credit towards a future purchase only.
- Refunds do not include shipping charge.
- Clearance items may not be returned for refund, credit or exchange.
- Any return that does not comply with the above guidelines may be subject to a restocking fee at our discretion.

CUSTOMER INFORMATION:

Order # _____ (see packing slip)

Name _____

Organization _____

Address _____

City _____ State ____ Zip _____

Phone (_____) _____

E-mail address _____

ITEM(S) BEING RETURNED:

PLEASE ✓ ONE:

- Postage Paid Label return - no replacement needed.
- Defective DVD to be replaced.
(Please explain problem below.)
- Non-defective DVD returned for:
- Credit towards future purchase
 - Refund*

(* If you paid by credit card, your card will be credited. Please allow one full billing cycle after your return is received by us. If you paid by check, a refund check will be issued. Please allow 2-3 weeks.)

- Exchange for the following: **

Title: _____

Item #: _____

(** Note: if additional payment is due for the exchange, please send payment along with the returned item. If money is due back to you, credit will be issued.)

Please provide below any additional information, if possible—i.e. what was wrong with the DVD if defective, or what you were dissatisfied with. Your comments on this would be helpful.