



# ASTD Product Return Form

## Returns Policy: ASTD Satisfaction Guarantee

If, for any reason, you are not completely satisfied with a product you purchase, you may return the product in re-saleable condition to ASTD's fulfillment center (address below) within 30-days of purchase for a full refund, less a 10 percent restocking fee. All returns must include the original packing slip to ensure correct processing.

ASTD Returns  
2427 Bond Street  
University Park, IL 60466

To help us better serve you, please complete the following information:

Name:

ASTD Order Number

Address

Daytime phone number

Email address

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### Reason for return:

- Item(s) damaged
- Item(s) not as expected
- Wrong item(s)
- Other: \_\_\_\_\_  
\_\_\_\_\_

**Please be sure to include a copy of your order with returned items, and allow 2-3 weeks for us to process your return and/or refund.**

Please take note of the following exceptions:

- We do not accept exchanges or returns on sale items.
- ASTD returns policy does not apply to any computer software, audio, video, or electronic purchases. Unless an error on the part of ASTD has caused an incorrect shipment.
- ASTD does not pay for shipping of product returns.