



# 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 60484

**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.