

# MEDIA EDUCATION FOUNDATION RETURN & EXCHANGE FORM

Please type in the appropriate information below, then print this form.

(You may also print the form and complete it by hand)

**Have Any Questions?**

Please call us at 800.897.0089

## Step 1 Original Order # (If available): \_\_\_\_\_

**Originally Purchased by:**  Address Change

Customer Account # (if available): \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

(City) \_\_\_\_\_ (State) \_\_\_\_\_ (Zip) \_\_\_\_\_

Phone: ( ) \_\_\_\_\_ ( ) \_\_\_\_\_  
(Daytime) (Evening)

Email Address: \_\_\_\_\_

**Send Refund or Exchange to:** (If different from left)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

(City) \_\_\_\_\_ (State) \_\_\_\_\_ (Zip) \_\_\_\_\_

Phone: ( ) \_\_\_\_\_ ( ) \_\_\_\_\_  
(Daytime) (Evening)

Email Address: \_\_\_\_\_

**Please select one of the following options:**

- Exchange for another item(s).
- Reimburse my original method of payment.
- Issue me a credit and leave it on my account.

## Step 2 — Returns In the form below please indicate the item(s) you are returning, including a reason code.

REASON CODE	TITLE OF FILM	QUANTITY	PRICE	TOTAL PRICE

Reason Code	QUALITY	SATISFACTION	PERFORMANCE/SERVICE
01	Quality unsatisfactory	11	Price too high
02	Defective	12	Images are too graphic
03	Not what I expected	13	Content not acceptable
04	Not as described		for my classroom
		21	Shipping damage
		22	Wrong item shipped

## Step 3 — Exchanges Please fill in the titles you wish to receive in exchange for your return.

TITLE OF FILM	ITEM CODE	ITEM PRICE	QUANTITY (DVD) (VHS)	SUBTOTAL PRICE
<b>SHIPPING &amp; HANDLING</b>				
<b>TOTAL</b>				

## Step 4 — Payment

**Method of Payment:**

If the total of your exchange or new order exceeds the value of your return, please provide a method of payment.

- Credit Card
- Check or Money Order enclosed
- Purchase Order:

PO#: \_\_\_\_\_

**Credit Card Information:**

- MasterCard  VISA
- Discover  American Express

Card Number: \_\_\_\_\_ Exp. Date (MM/YY)

Signature: \_\_\_\_\_