

INSTRUCTIONS FOR RETURNS/EXCHANGES/REPAIRS

Our Promise to You: You must be completely satisfied with every order you receive, period. If this is not the case, we will gladly offer you an exchange, a credit to your account, or a refund of your purchase price. Please include this completed form with your return.

Please return merchandise within 30 days to ensure a fast exchange, credit, or refund. The original shipping charge is not refundable unless there was an error on our part. Items sent after 30 days of purchase must be returned unused in original, undamaged packaging within one year from purchase date.

Carefully package items in the original boxes and a sturdy outer carton. For your protection, send items by an insured method such as FedEx Ground, United Parcel Service (UPS), or Parcel Post. We are unable to accept liability for returns lost or damaged in transit.

If your merchandise was damaged in shipment, keep the original packaging material and notify Practicon immediately. The carrier will pick up the items and return them to Practicon at no charge to you.

If you request an exchange with a price difference in your favor, or if you request a refund, we will send you a refund check or credit your charge card or account, depending on your original method of payment. If there is a balance due, please include payment with the return.

Before returning an item for repair, please call Practicon Customer Care at 1-800-959-9505.

International Returns

Please email ccr@practicon.com for a Return Authorization Number (RA#) prior to sending your return. Include your name, complete address, and order number in your email. Unauthorized international returns are subject to refusal.

Personalized and Special Orders

We are happy to handle your special requests whenever possible. Practicon reserves the right not to accept returns on special orders or imprinted items unless there was an error on our part.

RETURNED ITEMS			Date	Date Rec'd
ITEM NO	QTY	DESCRIPTION	REASON FOR RETURN	

EXCHANGES/REPAIRS (Items you wish to receive back as exchanges/repairs)				
ITEM NO	QTY	SIZE	COLOR	DESCRIPTION/PERSONALIZATION

PLEASE KEEP A COPY OF THIS COMPLETED FORM FOR YOUR RECORDS.

Thank you for the opportunity to serve you! Please include your comments below to help us improve our quality and service:

FROM _____



TO: PRACTICON, INC.
Attn: Quality Assurance Department
1112 Sugg Pkwy
Greenville, NC 27834 USA