

# New Product Order Form

By Visual Design Studio Toku

<b>Name:</b> _____			
<b>Address:</b> _____			
<b>City:</b> _____	<b>State:</b> _____	<b>Zip Code:</b> _____	
<b>Home Phone:</b> _____	<b>Cell Phone:</b> _____		
<b>Date Ordered:</b> _____			
<b>Product Name</b>	<b>Product Number</b>	<b>Quantity</b>	<b>Price</b>
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
			<b>Add 8.5% Tax</b> _____
			<b>Total:</b> _____
<b>Delivery Address if different from the address above:</b>			
_____			
<b>City:</b> _____	<b>State:</b> _____	<b>Zip Code:</b> _____	
<b>Name of the person who receive the delivered items:</b> _____			
<b>Home or Cell Phone of the person:</b> _____			
<b>The receiver of the product must be at the delivery address at the time of delivery and must check all goods thoroughly to ensure that they are free of damage. If the goods are damaged, the receiver is responsible for having the delivery person return the damaged goods to NPD.</b>			
<b>I have read and understood the product exchange and return policy below.</b>			
<b>Signature:</b> _____		<b>Date:</b> _____	

**::Return Policies for New Pacific Direct Products::**  
Items may be replaced due to damage during shipment, exchanged for different products, or returned for a refund.

- 1) **Damaged Goods Replacement Policy:** Items must be inspected for damage at the time of delivery and returned to the New Pacific Direct warehouse by the people making the delivery.
- 2) **Exchange Policy:** To exchange delivered products, the customer must fill out the Product Return Form, fax it to 650-738-8390 and provide email notification within three days. As a security precaution, we do not open email attachments. The customer is responsible for shipping the returned products, which must be received in like new condition, and no money will be refunded. The customer must pay the difference between the price of the delivered items and the replacement items along with a 15% restocking fee. Depending on the situation there may be additional delivery charges. Exchanges must be made within 14 days of delivery.
- 3) **Return Policy:** To return delivered products for a refund, the customer must fill out the Product Return Form, fax it to 650-738-8390 and provide email notification within three days. As a security precaution, we do not open email attachments. The customer is responsible for shipping the returned products, which must be received in like new condition. A 15% restocking fee will be deducted from the money refunded. Returns must be made within 14 days of delivery.