

# Product Return Form

By Visual Design Studio Toku

**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.

**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.

**Name that appears on the bill of sale:** \_\_\_\_\_

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

**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip Code:** \_\_\_\_\_

**Home Phone:** \_\_\_\_\_ **Cell Phone:** \_\_\_\_\_

**Order Number:** \_\_\_\_\_

**Date Ordered:** \_\_\_\_\_

Product Name	Product Number	Quantity
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

**For NPD's assistance in shipping returns or exchanges within a 50-mile radius, you will be charged either \$75 or 10% of the purchase amount, whichever is higher.**

**Pick-up Address if different from the address above:**

\_\_\_\_\_  
**City:** \_\_\_\_\_ **State:** \_\_\_\_\_ **Zip Code:** \_\_\_\_\_

**The Reason for the exchange or return:** \_\_\_\_\_

**I have read and understood the product exchange and return policy above.**

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_