

# ALARM CLOCKS ONLINE.COM

## RETURN with EXCHANGE PROCESSING FORM

### INSTRUCTIONS for RETURNS with EXCHANGE

We want you to be a satisfied Alarm Clocks OnLine.com customer. Letting us know the reason for your return will allow us to serve you better in the future and help us process your exchange.

Please provide this information to let us know the reason for your return and the item you want to exchange for. Before returning your item, be sure that your return meets our requirements. If this return will ship beyond 30 days from the date of your original order, it is not eligible for an exchange.

Order Number \_\_\_\_\_

Customer Name \_\_\_\_\_

Address \_\_\_\_\_

Email address for contact regarding return - exchange \_\_\_\_\_

Telephone # \_\_\_\_\_

Today's Date \_\_\_\_\_

1. Fill out this form completely and sign at the bottom. Incomplete/incorrect information will delay your exchange.
2. Include this form inside your return box.
3. Customer responsible for return shipping cost.
4. Mail all package to: The Thompson Group, Inc 8216 Northfield Blvd, #1338, Denver, Colorado, 80238

### RETURNED ITEMS ENCLOSED (attach additional sheet, if necessary)

STOCK #	QUANTITY	DATE OF PURCHASE	REASON FOR RETURN

### ITEMS to ship in EXCHANGE (attach additional sheet, if necessary)

STOCK #	QUANTITY	DESCRIPTION

### TERMS AND CONDITIONS FOR RETURNS with EXCHANGE

1. All returns must be received within 30 days of the date of the order.
2. Original shipping charges are non-refundable unless return is due to Alarm Clocks OnLine error.
3. Returns must be packaged in the original manufacturer's box with instructions and warranty paperwork included.
4. Items that have been damaged or show wear by the customer will not be credited toward an exchange.
5. Items must be securely packed for return. Customer has sole responsibility for delivery and proof of receipt by Alarm Clocks OnLine.com.
6. Shipping charges will be added to cover the cost of sending you the exchanged item.
7. Alarm Clocks OnLine will notify you by email at the above address if there is a problem with this return-exchange.
8. Alterations to this form are not permitted. Items returned on an altered form will not be processed, replaced, credited or refunded.
9. Allow 2 to 3 weeks for refund processing.

### CREDIT CARD for EXCHANGE BALANCE DUE or REFUND DUE (use same credit card from original purchase):

Original Credit Card CCV code: \_\_\_\_\_ (If this cannot be provided, call us with a new credit card number.)

I am submitting this return in accordance with, and as previously agreed to, the RETURN - EXCHANGE POLICY of Alarm Clocks OnLine.com:

**CUSTOMER SIGNATURE:** \_\_\_\_\_

SEP 2009 - ACOL – all rights reserved