

# ALARM CLOCKS ONLINE.COM

## RETURN PROCESSING FORM

### INSTRUCTIONS FOR RETURNS

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 return.

Please provide this information to let us know the reason for your return. 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 order, your remedy is to contact the manufacturer for repair or replacement.

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

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

Address \_\_\_\_\_

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

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

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

1. Fill out this form completely and sign at the bottom. Incomplete/incorrect information will delay your refund or it may not be processed.
2. Include this form inside your return box.
3. Customer responsible for return shipping cost.
4. Mail all packages to:

The Thompson Group, Inc  
12445 E 39<sup>th</sup> Avenue  
Suite 402  
Denver, CO 80239

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

STOCK #	DATE OF PURCHASE	REASON FOR RETURN

### TERMS AND CONDITIONS FOR RETURNS

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 refunded.
5. Items must be securely packed for return. Customer has sole responsibility for delivery and proof of receipt by Alarm Clocks OnLine.com.
6. No refunds will be issued on used or incomplete items.
7. Customer is responsible for return shipping charges.
8. All refunds will be made to the credit card used for the purchase or store credit.
9. Decisions on the correct application of the return policy are made by Alarm Clocks OnLine.com and are final.
10. Alarm Clocks OnLine will notify you by email at the above address if there is a problem with this return.
11. Alterations to this form are not permitted. Items returned on an altered form will not be processed, replaced, credited or refunded.
12. Allow 2 to 3 weeks for refund processing.

### TYPE of REFUND REQUESTED (check appropriate):

Ship same item as replacement \_\_\_ Credit my CREDIT CARD \_\_\_ Issue store credit at Alarm Clocks OnLine.com \_\_\_

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

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