

# MERCHANDISE RETURN FORM

## How to return merchandise:

- |   |   |   |  |
|---|---|---|--|
| <b>1.</b> Fill in the information for the item that you are returning and include the reason number.    | <b>2.</b> Tell us how you would like your return processed.                                       | <b>3.</b> If the item will be exchanged, fill in the information for the replacement. | <b>4.</b> If you desire a credit, we will credit the credit card used for your original order. |
| <b>5.</b> Complete "Customer Info" so we send the exchanged item or credit slip to the correct address. | <b>6.</b> Enclose the Merchandise Return Form with the merchandise in a securely wrapped package. | <b>7.</b> Address the package with the Returns Address. See below.                    | <b>8.</b> Return through any UPS Shipper or Insured mail.                                      |

**Customer Info:**      Order # \_\_\_\_\_ Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
 Phone (day) \_\_\_\_\_ (evening) \_\_\_\_\_

## Reasons for return:

Sizing/Color	Catalog	Satisfaction	Quality	Service
11 Too large	21 Color not as shown	31 Wrong style	41 Defective item	51 Wrong item
12 Too small	22 Item different than pictured	32 Did not like fabric	42 Appliqué, embroidery not acceptable	52 Damaged in shipping
13 Did not like color	23 Item different than description	33 Did not like graphic/logo	43 Broken zipper, button, snap	53 Received too late <b>**service problem, call us before returning item</b>
		34 Returning a gift – please provide original purchaser's name, address	44 Soiled	
			45 Rips, tears	

## Return info:

Reason for return (#)	Item #	Size	Item Description	How would you like us to handle the return?	
				Exchange	Credit
#					
Exchange for:					
#					
Exchange for:					
#					
Exchange for:					
#					
Exchange for:					

## We would enjoy hearing from you.

We welcome your comments and suggestions to help make us better. **Note: if you received an incorrect item, or it was damaged in transit, call us before returning item.**

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**Returns address:**  
 ILLINI UNION BOOKSTORE  
 809 SOUTH WRIGHT ST.  
 CHAMPAIGN, IL 61820  
 Attn: Returns

Packed by \_\_\_\_\_

### Contact us at:

TOLL FREE: 1-888-333-1045  
 FAX: 1-217-333-4113  
 INTERNET: [www.bookstore.illinois.edu](http://www.bookstore.illinois.edu)  
 EMAIL: [ubcatalog@illinois.edu](mailto:ubcatalog@illinois.edu)