

Return/Exchange Form

RETURN POLICY

Returns/Exchanges

We stand behind our products 100%. Merchandise may be returned within 30 days of receipt for a refund or exchange. Products must be returned in good, useable condition and in original packaging. **Return shipping charges are the responsibility of the customer.** There is a 15% restocking fee for most returns and exchanges.

If an item is defective or damaged, it does not need to be returned. Please call us; we will gladly issue an exchange or full refund, including shipping costs.

The following items are NON-REFUNDABLE AND MAY BE EXCHANGED ONLY:

- Binding machines and portable presentation displays (may be exchanged only if defective; if returned for any other reason, a 15% restocking fee will be charged)
- Opened software (only if defective)

The following items may NOT be returned:

- Food items
- Personalized or custom imprinted items (For problems with personalized or custom imprinted items, like address labels, holiday cards, custom print shop products, or engraved gifts, please call us at 1-800-272-7377. Our phone lines are open M-F, 8AM- 6:30PM, CST.)

Return Instructions:

- 1) Place the item in original packaging, if possible.
- 2) For small packages (10 items or fewer): For \$10, you may use UPS to ship package back to us. Please fill out and print a UPS Label and affix it to your return package. Note: An estimated weight is acceptable.

For large packages (more than 10 items) or if you want to use a shipping provider other than UPS: You may send your package back via any shipping provider you choose; follow the shipping provider's instructions on how to fill out and print a label. Please use a traceable method for your return.

RETURN PROCEDURE

- 1. Please check the main reason for your return** in order to expedite your return and improve our services.

Did you change your mind?

- ☐ Ordered the wrong item.
- ☐ Ordered more than needed.
- ☐ Project/Purpose changed or canceled.

Were you disappointed with the product?

- ☐ Unhappy with quality for the money.
- ☐ Design/Color not as expected.
- ☐ Using product is too difficult/time demanding.
- ☐ Product is not compatible with equipment.

Did we make a mistake?

- ☐ Error in shipping address and/or shipping timeliness.
- ☐ We sent wrong item/quantity.

- 2. Call us first at 1-800-272-7377**, M-F 8AM-6:30PM, CST, if returning binding machines, portable presentation displays, personalized, or Custom Print Shop orders.

- 3. For all other returns**, enclose this packing slip with your return.

Please keep a copy for your records.

- 4. Repack the products**, and send them to us by a traceable or insured carrier that is convenient for you. This applies to returns inside and outside the 48 contiguous United States.

APO/FPO addresses must contact us via email at customerservice@paperdirect.com.our refund/credit will be applied to your account using the same payment method as the purchase. If you used a credit card, please allow 30-60 days for a credit to appear on your credit card statement.

Send your product(s) to the following address:

PaperDirect®
4875 White Bear Parkway
White Bear Lake, MN 55110

Exchange or Order

You can use this form for an exchange or to purchase additional product.

For faster processing of your order, call 1-800-272-7377.

Qty	Item #	Description	Unit Price	Total Price

Please contact us at our toll-free number or website for shipping rates.

Credit card # _____

Exp. Date _____ Signature _____