LEARNING **Without Tears**™

Get Set for School • Handwriting Without Tears • Keyboarding Without Tears

RETURN POLICY

Your complete satisfaction is important to LWT. If you are not satisfied with your purchase, please return it to LWT within 90 days of ordering for a refund, credit, or exchange. Shipping/handling charges are not refundable. All items returned must be in unused, saleable condition. If your order is missing item(s) or has damaged item(s), please contact LWT Customer Service at 888.983.8409 or email customerservice@LWTears.com.

STEP 1 **ORDER INFORMATION:** Complete the following to assist us in accurately processing your return

LWT Order/Invoice #: _____ PO #: _____

Customer Name: _____ Phone #: _____

Company: _____ Email: _____

STEP 2 **LIST THE ITEMS YOU ARE RETURNING BELOW or FOR MISSING ITEMS, SEE STEP 5:**
(additional items use separate page)

Code	Description	Quantity

STEP 3 **REASON FOR RETURN:** (check appropriate box)

☐ Damaged ☐ Wrong Item Sent ☐ Duplicate Item

☐ Wrong Item Ordered ☐ Too Many Sent ☐ Missing Item (see step 5)

☐ Other (explain) _____ # of boxes I received _____

STEP 4 **COURSE OF ACTION:** (check appropriate box)

☐ Refund – processed based on original payment method; allow 4 weeks for processing

☐ Credit

☐ Send replacement of same item(s) that are being returned

☐ Exchange for different items (see step 5)

STEP 5 **EXCHANGE OF ITEM:** LIST MISSING ITEMS OR NEW ITEMS YOU ARE REQUESTING
(LWT Customer Service will contact you regarding any required payment)

Code	Description	Quantity

STEP 6 **RETURN SHIPPING:** Please include this document and ship products by UPS or insured mail or by some other method that allows for tracking your shipment (C.O.D. shipments will be refused). Record tracking numbers below:

_____ _____

_____ _____

If you are shipping items back, please ship your return order to:

Returns Processing
121 N. Shirk Rd.
New Holland, PA 17557

STEP 7 **PRINT & SUBMIT:** Print your completed form to include in the return package AND save the completed PDF to your desktop, then email a copy to customerservice@LWTears.com.