Customer #: _____ Invoice #:_____ Date: _____

School Name: _____ Contact: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: (_____) _____ Fax: (_____) _____ Email _____

RETURNS OR EXCHANGES

We want you to be a satisfied Rhyme University customer. Letting us know the reason for your return or exchange will allow us to serve you better in the future. Please check the appropriate box below to let us know the reason for your exchange or return.

☐ COLOR ☐ SIZE ☐ QUALITY ☐ OTHER

_____

_____

_____

Customer # _____ Invoice # _____

Rhyme university

Return / Exchange Department
3925 E. Vernon Street
Long Beach, CA 90815-1727

CUT AND AFFIX LABEL TO ALL RETURN/EXCHANGE PACKAGES

RETURN ONLY

SHIPPING & HANDLING IS NON-REFUNDABLE UNLESS MANUFACTURER ERROR

RETURN ITEM #	DESCRIPTION	QTY.	ITEM PRICE	TOTAL
	MERCHANDISE TOTAL			

Please include a copy of your invoice when returning merchandise. Refunds for credit card purchases will be credited to the same account, **include credit card information below for processing**. If you paid for your purchase with a check or money order, a refund check will be issued.

RHYME UNIVERSITY GUARANTEE

YOUR SATISFACTION IS IMPORTANT TO US. IF YOU ARE NOT FULLY SATISFIED WITH OUR PRODUCTS OR SERVICES, WE WILL GLADLY REFUND THE FULL PRICE OF YOUR MERCHANDISE TOTAL.

EXCHANGE

☐ CHECK THIS BOX IF YOU HAVE ALREADY PLACED YOUR EXCHANGE BY PHONE

RETURN ITEM #	DESCRIPTION	QTY.	ITEM PRICE	TOTAL

NEW ITEM #	DESCRIPTION	QTY.	ITEM PRICE	TOTAL
DO NOT COMPLETE SHADED SECTION IF YOU HAVE PLACED YOUR EXCHANGE ORDER BY PHONE				

SELECT METHOD OF PAYMENT FOR BALANCE DUE ON EXCHANGE

☐ **Check or money order,** made payable to Rhyme University.

☐ **Charge it.** (Provide information below.)

☐ VISA ☐ MasterCard ☐ American Express Cards ☐ DISCOVER NOVUS

ACCOUNT # _____

EXPIRATION DATE _____

*CID# _____

_____
Signature

* CID# is a 4-digit code located on the front of your American Express card or a 3-digit code located on the back of your Visa, Mastercard or Discover card, in the signature strip at the end of the account number.

SUBTOTAL	
SALES TAX CA ONLY ADD 9.75%	
SHIPPING & HANDLING	
TOTAL	

DATE NEEDED BY: _____

TERMS AND CONDITIONS FOR RETURNS

* **Review Orders upon receipt Discrepancies must be reported within 3 days of receipt.** Returns and exchanges are only accepted within 15 days of delivery. **After this a 15% restocking fee will be charged.**
* Full refunds for caps, gowns, tassels, collars & sashes available only if returned to us unused and in original packaging within 15 days of Invoice date.
* **No returns or exchanges after 90 days.**
* Fill out the return form completely (make sure to show your customer number!) and enclose it inside of your return package.
* Tape package securely and return via insured parcel post, Fed Ex, or UPS.
* Customer is responsible for all shipping & handling charges for returns.
* Shipping charges are non-refundable unless return is due to a manufacturer's error.
* No refunds for plays.
* No returns or exchanges for custom printed items unless it is due to manufacturer's error.

SHIPPING & HANDLING

Continental U.S. ONLY

FOR ORDERS OUTSIDE OF THE CONTINENTAL U.S. CALL (562) 498-2200 FOR QUOTE

Merchandise Total	☐ Standard Delivery 2 weeks from date order is received	☐ Express Delivery 5 business days from date order is received
$ 0.01 - $ 49.99	$11.95	$16.95
$ 50.00 - $ 99.99	$13.95	$21.95
$100.00 - $199.99	$15.95	$35.95
$200.00 - $399.99	$19.95	$45.95
$400.00 - Over	ADD 5%	ADD 10%

NEW MERCHANDISE WILL NOT BE SENT IF SHIPPING & HANDLING CHARGES ARE NOT INCLUDED.