



UBAH 1/2 PRICE REPLACEMENT & CREDIT FORM

for books purchased at full retail value

SATISFACTION GUARANTEED!

UBAH wants your customers to be fully satisfied with their product. If a customer is unhappy with the book they have received, it can be returned to Usborne for a credit or exchange. This must be done within 30 days of purchase. For an exchange, please fill out the customer service problem with my order form. For credit, please return the item and the completed customer receipt to UBAH. You must refund the customer their money. We will credit your account. Keep in mind that commissions, bonuses, etc. will be adjusted.

1/2 PRICE REPLACEMENT POLICY

Did your dog eat your book? Did you drop it in the sink? Was it crayoned by an artistic child? Now you can replace your book for 1/2 price.

After 30 days UBAH will replace merchandise for half of the current retail price. **Plus shipping and handling.**

1. You must return the damaged book.
2. Include the original receipt, the half price payment plus **shipping and handling.**
3. 1/2 price replacement covers merchandise that is current and in stock at the time of replacement. If you return an item that is no longer published, we may exchange it for something of similar value.

Please fill in the following information:

Date _____ Ship to: _____
 Original Invoice # _____
 Consultant Name _____
 Consultant ID # _____ Consultant Phone # _____

1. ___ The customer's book has been damaged. Please replace it for 1/2 price.
2. ___ The customer is not satisfied with their purchase. I have refunded their money and I am returning the product. I would like a credit on my account.

Returning Item _____ ISBN # _____ Original Amount Paid _____

 _____ 1/2 Price Payment

Check # _____	Visa ___ MC ___ Discover ___ Debit
# _____	exp _____
Signature _____	

S/H \$5 or 8% whichever is higher + _____
 Total Tax _____
 Due _____

Total Due = _____