

Return Request Form

Attention: DO NOT throw away this form until all merchandise has been inspected for defects!!!

Our Policy:

All of the products that we sell are new and factory sealed. If your DVD or other merchandise is defective due to a flaw in manufacturing, we will promptly exchange the product for another **of the same title**. Also, **unopened** products can be exchanged for a **store credit** (credit card purchases will be credited back to the card, rather than issuing store credit) with our company for the original purchase price, less shipping charge, within ninety (90) days of the date on your packing list. If your merchandise is not defective, but has been damaged during shipping, you must report this damage to the shipper (UPS / USPS) to begin the claims process. (The phone number for UPS is 1.800.742.5877 and USPS is 1.800.725.2161)

Note: Some of the videos that we sell are of television programs that were produced in the 1960's and 1970's. Picture and sound quality may vary due to the quality of the originals from which they were mastered (this is not considered defective).

Procedure:

If you receive a defective product, please call our Customer Service department at 1.800.338.6827 (outside the US, call 1.515.986.1028) or e-mail at info@rightstuf.com, to obtain a **return authorization number**. Please fill out all information requested below, **include a copy of the original packing list enclosed with the order**, and return to the address at the bottom of this form.

Note: Products returned without the necessary paperwork, without a return authorization number, or more than ninety (90) days after the shipping date, may be returned to the customer.

Please provide the following information from your Packing List:

Order #: _____ Return Authorization #: _____

Name: _____ Phone: _____

Address: _____

City: _____ State: _____ Zip: _____

Item No. and Description: _____

Reason for Return: _____

(If you are exchanging the returned item, please include item exchanging for.)

Right Stuf, Inc.
Attn: Returns Dept.
PO Box 680
Grimes, IA 50111-0680

(Our apologies for any inconvenience you may have experienced.)