



Super Duper® Returns Form

Returns Policy

We will refund or exchange items (except opened tests, software, or OT/OM items) returned to us in good condition for resale within **90 days** of invoicing. Exact replacement only on defective software.

1 Wrong/Defective/Damaged Items

If you received a wrong/defective/damaged item, please e-mail returns@superduperinc.com and tell us Your Order Number, Product Name, and Problem With Your Order. Please **do not return the wrong/defective/damaged item until we reply to your e-mail.**

2 Check the reason for the return.

- | | | |
|--|--|---|
| <input type="checkbox"/> Received wrong item | <input type="checkbox"/> Duplicate order | <input type="checkbox"/> Wrong age group |
| <input type="checkbox"/> Defective | <input type="checkbox"/> Ordered wrong item | <input type="checkbox"/> Don't like product |
| <input type="checkbox"/> Damaged in shipment | <input type="checkbox"/> Doesn't meet my needs | <input type="checkbox"/> Other: _____ |

3 List the item(s) you are returning.

Item # _____ Product _____

Item # _____ Product _____

Item # _____ Product _____

4 Send me a refund OR Exchange the returned item(s) for the item(s) below.

Item # _____ Product _____

Item # _____ Product _____

Item # _____ Product _____


5 Attach a copy of your *Packing Slip* to this Form, or fill in the information below.

Name: _____ Customer #: _____ Invoice #: _____

- 6** • Repackage the product(s) carefully. **Put this form inside the package.** Keep a copy for your records.
 • Use the SUPER DUPER® RETURNS MAILING LABEL below. **We recommend that you send your return by FedEx or another delivery method that allows you to track the package.**


(Note: The labels below are not prepaid.)

Not Prepaid Labels



**RETURNS
 SUPER DUPER® PUBLICATIONS
 5201 PELHAM ROAD
 GREENVILLE, SC 29615**

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