

**Return/Exchange Instructions**

Your complete satisfaction is our number one goal. Any item you are not satisfied with, if returned within 30 days of receipt and in resalable condition, will be issued an exchange or refund (cost of merchandise only).

1. Repack the items securely
2. Please use the return form on the back of the packing slip that was included with your order and enclose in package. Don't have your packing slip?
3. Ship prepaid via USPS w/Delivery Confirmation, FedEx Ground or UPS. Please retain your tracking number. (no COD's will be accepted)
4. Videos, CDs, DVDs or other media may only be returned for refunds if UNOPENED. If opened, they may be returned only for replacement of the same item.
5. Shipping and handling charges are not refundable
6. If you have any further questions please call our **Customer Care Team at 1-800-743-2514**

SHIP YOUR PREPAID RETURN TO:  
David C Cook  
Returns Department  
850 North Grove Avenue  
Elgin, Illinois 60120

**Merchandise Return Form****Account Number:****Bill to Name:****Address:****City, State, Zip:****Email:****Account Number:****Phone #****( ) AM ( ) PM**

Please allow 1-3 weeks to receive and process your return.