

# Return Material Authorization (RMA) Form

**Return Instructions:**

Follow these simple steps to return an item purchased directly from Learning Resources.

1. Fill out this RMA Form completely and email it to [info@learningresources.com](mailto:info@learningresources.com) or fax it to us at (888) 498-8670.
2. Learning Resources will respond with an RMA number.
3. Include the completed RMA Form, with the RMA number, when shipping the return items. Be sure to make a note of the tracking code supplied by the carrier.

Company: \_\_\_\_\_

Account #: \_\_\_\_\_

Contact Name: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Order #: \_\_\_\_\_

PO #: \_\_\_\_\_

Invoice #: \_\_\_\_\_

RMA #: \_\_\_\_\_

*RMA number is required for all returns.*

Item #	Description	Quantity	Unit Price	Total	Return Reason*

\* Return Reason: Pricing Error, Wrong Product, Shortage/Overage, Product Crushed, Retail Box Damaged, Missing Pieces, Product Malfunction

**Return Reason Comments:**

**Shipping Instructions:**

Follow these simple steps to return an item purchased directly from Learning Resources.

1. An RMA number is required for all returns.
2. Include this RMA form, completed, with all authorized items that are being returned.
3. The required RMA number should be clearly noted on the outside of the box.
4. Ship only the authorized items to:

**Learning Resources  
Customer Service Returns  
380 N Fairway Dr  
Vernon Hills, IL 60061  
RMA000123**

**Terms and Policies**

- In the event circumstances arise requiring the return of previously purchased product when we have not made an error, approval by your Sales Manager is required. If approved, returns will be subject to a 20% restocking fee. In addition, **all** returns (non-defective or undamaged merchandise) must be accompanied by a Return Authorization (RMA) Number obtained through your Customer Service Representative. The RMA Number must be clearly marked on **all** cartons or will be refused.
- All items will be inspected upon return and must be in sellable condition with no store markings to be eligible for credit.
- Returns apply only to items listed in our current catalog.
- Contact your Customer Service Representative if you have any questions about the above information.

**NOTE: Terms and policies applicable to customers located in the U.S. and Canada only.**