



Return Form

Return Process:

Obtain an RMA number by calling our Customer Service Department. Completely fill in the information below. Carefully package your product in a box to protect it during shipment. Be sure to include this page with your shipment.

IMPORTANT: FORM MUST BE FILLED OUT COMPLETELY FOR RETURN TO BE PROCESSED.

INCLUDE THIS FORM IN ALL RETURNS

Phone: 775-827-2463 Fax: 775-827-2494
Ship to: 4790 Caughlin Pkwy.
 #423
 Reno, Nevada 89519

Order ID
Number: _____

RMA Number: # _____

Title of DVD Lesson #: _____
Lesson: _____

- Reason: Shipping Error
 Ordering Error
 Defective DVD
 Other (please explain)

- Type of Defect: Will not Start Picture Skips
 Picture Freezes
 Cracking Audio
 Other (please explain)

Type of DVD Player or DVD-ROM Drive:

While watching the DVD, where is the defect and at what point does it occur?:

Comments:

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