

QTalk® Publishing LLC

Returns Policy

1. Printed materials in new, resalable condition may be returned within 90 days of purchase as long as the material is unused with no markings or damage. A restocking fee will apply as follows: Within 30 days of receipt = 10%; Within 60 days of receipt = 15%; Within 90 days of receipt = 20%. Evaluation materials are accepted with no restocking fee.
2. Any material that has obvious signs of use will not be accepted for return.
3. **Software products are non-refundable**, but may be exchanged for a different version if the wrong version was ordered. On-line game subscriptions may be terminated at any time and a partial refund may be issued on a prorated basis for any paid but unused subscription time.
4. **Video Tapes, CD's and DVD's are non-refundable**, but may be exchanged for a different version if the wrong version was ordered and if the product is still unopened (the seal is intact).
5. **Prior authorization is required for returns**. Please email the information in the form below to obtain a Return Merchandise Authorization number (RMA).
6. Package the materials carefully and **include the RMA number on the packaging label** and on a cover page inside the package.
7. Returns **must** be shipped via an **insured carrier**. We suggest using UPS to ship your package. Call 1 800-PICKUPS(742-5877) to find a UPS location near you. Damaged packages may be refused at time of delivery.
8. We'll notify you via e-mail of your refund once we've received and processed the returned item.
9. QTalk may be reached at 203-807-8255 for questions and customer service.

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Application for RMA

To receive return authorization, print complete this form and email it to info@QTalkPublishing.com, or fax it to: **212-219-9895**.

Customer Name _____

QTalk Order Number _____

Invoice Date _____

Invoice Number _____

E-mail address _____

Daytime Phone # _____

Item Number(s) to return:

Returns should be mailed to:

QTALK PUBLISHING LLC
ATTN: RETURNS
RMA: _____
15 Marshall Dr.
Suite 1B
Enfield, CT 06082