

Crystal Productions • Art Video World

Return and Exchange Form

Please complete the appropriate information below, and enclose this form with your return.

Have Any Questions?

Please call us at 800-255-8629.

Step 1 Step 1: Invoice # _____ (as noted on the Packing Slip or Invoice)

Originally Purchased by:

Name: _____
 Address: _____
 _____ (City) _____ (State) _____ (Zip)
 Phone: _____ (Daytime) _____ (Evening)
 Email Address: _____

Send Refund or Exchange to: (If different from left)

Name: _____
 Address: _____
 _____ (City) _____ (State) _____ (Zip)
 Phone: _____ (Daytime) _____ (Evening)
 Email Address: _____

Damage claims must be made within 30 days of receipt.
 Concealed damage must be reported within 15 days of receipt.

Backorder Policy:
 Backordered items will ship when they become available.

Step 2—Returns

In the form below please indicate the item(s) you are returning, and check a box for reason for return.
 We will credit you for the return less shipping charges.

Quantity	Catalog Number	Description	Unit Price	Total

Reason for return:

Dissatisfied Inappropriate age Other _____

Step 3—Exchanges

For US exchanges, we will credit and bill you for the difference including shipping and handling charges.

Quantity	Catalog Number	Description	Unit Price	Total

Step 4

All products or exchanges should be directed to:

Crystal Productions
 Returns Dept
 2427 Bond St.
 University Park, IL 60484

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Satisfaction Policy

We guarantee 100% complete satisfaction. If you are not satisfied for any reason you may return any material in saleable condition for 100% refund less shipping.