



**If your order is incorrect, or you need to return or exchange an item please call a Randall House Customer Service and Sales Representative (CS&S Rep) at 800-877-7030.**

## QUICK FIX FORM

**A Quick Fix form *must* be submitted in order to receive credit or correct your order.**

Please follow these simple directions so that we may help you **QUICK FIX!** your problem.

### 1 Read the following Return Policy

- For defective items or inaccurate orders please contact a Randall House CS&S Rep at 800-877-7030 as soon as possible
- All returns must be approved by a Randall House CS&S Rep – 800-877-7030
- A Quick Fix Form must be submitted to process a return, please enclose your Quick Fix form with the items you are returning or send by:  
 Fax – 615-367-0535  
 Mail – Randall House Publications  
 114 Bush Road, Nashville, TN 37217  
 Email – orders@randallhouse.com
- Curriculum returns are due by the 15th of the first month of the quarter (or the last business day prior to the 15th); other returns are due within 30 days of the invoice date - Returns will not be credited after these dates
- Physical returns and exchanges will be charged a \$5 restocking fee
- Physical curriculum returns are required when the product value (excluding shipping) equals or exceeds \$40
- Shipping costs and the condition of returned product are the responsibility of the customer; credit cannot be given if returned product is damaged or in un-resalable condition
- D6 2GEN bundles and 5 Packs are not refundable, but may be exchanged for the same product in a different age group (additional shipping costs and restocking fee apply)
- Non-Randall House curriculum items are not returnable

### 2 Fill in the following information:

Invoice/Sales Order # \_\_\_\_\_ Authorizing CS&S Rep \_\_\_\_\_  
 Name \_\_\_\_\_ Church Name \_\_\_\_\_  
 Address \_\_\_\_\_ City \_\_\_\_\_ ST \_\_\_\_\_ ZIP \_\_\_\_\_  
 Daytime Phone # (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Return Date \_\_\_\_/\_\_\_\_/\_\_\_\_ No. of Boxes Returned \_\_\_\_\_  
 Email (Preferred) \_\_\_\_\_

### 3 Fill in the appropriate product information below (use this form only for the invoice/sales order listed above)

QTY	PRODUCT/ISBN NUMBER	DESCRIPTION	PROBLEM CODE <i>(see box below)</i>	SOLUTION CODE <i>(see box below)</i>

PROBLEM	SOLUTION
1. DAMAGED/DEFECTIVE 2. OVERAGE (sent more than ordered) 3. SHORTAGE (sent less than ordered) 4. DUPLICATE ORDER 5. ITEM NOT ORDERED 6. ITEM NOT ENCLOSED 7. RECEIVED WRONG ITEM 8. ORDERED INCORRECTLY	A. CREDIT MY ACCOUNT B. BILL MY ACCOUNT C. SEND PRODUCT REPLACEMENT D. SEND CORRECT PRODUCT

From: _____ Church Name _____ Address _____ City _____ ST _____ ZIP _____	<b>TO: RANDALL HOUSE PUBLICATIONS</b> <b>P.O. BOX 17306</b> <b>114 BUSH ROAD</b> <b>NASHVILLE, TN 37217</b>
--	--

**ATTENTION: RETURNS DEPARTMENT**