



Language Lizard® LLC
 Inspiring Kids Through Language!
 www.LanguageLizard.com

RETURN/EXCHANGE FORM

(Returns accepted within 30 days of purchase)

Customer Service:

Web: www.LanguageLizard.com
Email: Info@LanguageLizard.com
Tel: 1-888-LLIZARD (888-554-9273)
International Callers: 1-908-313-0887

RETURN PROCESS

Step 1: Fill out items 1-4 on the form completely.

Step 2: Pack the items well. Books should be padded to ensure protection. CD's & videos must be unopened.

***Please include this Return Form AND your invoice/packing slip in your package.**

Step 3: Ship returns to:

Language Lizard, LLC
c/o Import Logistics-RETURNS
1005 N. Commons Drive
Aurora, Illinois 60504

Step 4: Send an email to info@LanguageLizard.com indicating the item(s) you are returning and your order number.

We recommend using a trackable shipping method.

If you paid by credit card, please allow one billing cycle for the credit to appear on your card.

Return Policy

- If you are not completely satisfied with our products, you may return them in a non-damaged, salable condition within 30 days of the shipment date. CD's and videos must be unopened.
- If your order is defective upon arrival, please fill out the explanation on the return form and a replacement will be sent to you.
- Returns must be packed well and received by the warehouse in non-damaged condition in order to receive a full credit. 50% credit will be given to books that arrive damaged; no credit will be given for items that have been written in, stamped, stickered or otherwise damaged.
- Shipping fees will be credited only if the product is defective upon arrival or if there was a processing error on our part.

Please complete items 1-4 below:

1. Order/Customer Information:

Order Number: _____ **Tel:** _____
(listed on invoice & packing slip)

Name: _____ **Email:** _____

2. List items being RETURNED or EXCHANGED (use extra sheet for more items)

Item #	Description	Language	Quantity	Price	Return or Exchange?

3. Reason for Return/Exchange (Please check one & provide details in blank space)

- Item not up to my expectations _____
- I ordered the wrong item _____
- Item is damaged or defective _____
- Wrong item was delivered _____
- Other _____

4. Please fill out either the EXCHANGE section (4a) or RETURN section (4b) below:

4a. For EXCHANGES (*Only when Language Lizard error or product defect)

- Item is defective. Please exchange with same item #.
- Wrong item was sent. Please replace with correct item (below).

Item #	Description	Language	Quantity	Price

4b. For RETURNS-How would you like to be credited?

- I would like a credit coupon to use for a future order.
- Please issue a refund.

For Internal Use Only

Customer Order# _____
 Return received on _____
 _____ items are in salable condition
 _____ items are damaged
 List damaged items _____

 Exchanged items sent on _____