

# HOW TO RETURN MERCHANDISE

## 1. PREPARE RETURN

Submit a return authorization request by phone or email.

### Publications and Accessories

ONS Customer Service

Email: help@ons.org

Phone: +1 866-257-4667, option 2

### Certification Pins

ONCC Customer Service

Email: oncc@oncc.org

Phone: +1 877-769-ONCC

## 2. COMPLETE RETURN FORM

Fill out the information on the form below to include with your return.

*\*Returns without a return authorization number or completed return form will not be accepted.*

## 3. PACKAGE & SHIP RETURN

Pack your return securely to prevent damage, and send, postage paid, to:

### Fulfillment Center

Attn: ONS / ONCC / Foundation

125 Enterprise Drive

Pittsburgh, PA 15275-1223

*ONS and ONCC are not responsible for shipping fees or lost returns. Please obtain a tracking number for your records. Most returns will process in approx. 7-10 days of receipt, depending on your method of return. Additional delays may occur.*

## 4. REFUND PROCESS

Refunds will be credited back to your original method of payment and may take 7-30 days, depending on banking institution. Gift card purchases will be refunded in the form of a gift card.

# RETURN FORM

Name: \_\_\_\_\_

Order Date: \_\_\_\_\_

Order Number: \_\_\_\_\_

Return Authorization: \_\_\_\_\_

RETURNED REASON	CODE
No longer want/not as expected	1
Product damaged	2
Duplicate order received	3
Incorrect product received	4
Received extra item I didn't buy	5
Better price available elsewhere	6
Item arrived later than expected	7
Order item in error	8

RETURNED ITEM	QTY	REASON CODE #

FOR FULFILLMENT CENTER USE ONLY

Date Received: \_\_\_\_\_ Initials: \_\_\_\_\_