



TOBACCO EDUCATION CLEARINGHOUSE OF CALIFORNIA (TECC)

(831) 438-4822 Ext. 103 Fax: (831) 438-1442

RETURN POLICY

If you would like to return your order or any part of it, please follow the steps below:

1. Contact our customer service department at (831) 438-4822 ext. 103 or send an email to teccorder@tecc.org, letting us know what you are returning, the reason for return, and to request a return approval code.
2. After you have received the approval and the code from our customer service representative, complete this form and enclose a copy of the packing slip you received with your order along with the material you are returning and send to:

**ETR Clearinghouse Receiving
 Attention: Returns
 30 Janis Way, Unit H
 Scotts Valley, CA 95066**

Organization Name: _____

Contact Name: _____ Phone: _____ Ext: _____

Fax: _____ Email Address: _____

Account No: _____ Invoice No: _____ Return Approval Code: _____

Reason for Return: _____

Click here to continue _____

Would you like us to: Replace Refund Credit on next order

Materials must be returned within 15 days of receipt. There may be a 5% restocking charge. We recommend using UPS shipping for your protection as we are not responsible for any return shipments. Return shipping charges are the customer's responsibility unless the reason for the return is due to our error.