



TOBACCO EDUCATION CLEARINGHOUSE OF CALIFORNIA (TECC)

Fax: (831)438-1442 Email: teccorder@tecc.org

RETURN POLICY

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

1. Call our customer service department at (831) 438-4822 ext.103 to let them know what you are returning and request a return approval code.
2. After you have received the return approval code from customer service representative, complete this form and enclose with a copy of the packing slip you received with your order and the material you are returning and send to:

ETR Clearinghouse Receiving

Attention: O'Neill
30 Janis Way, Unit F
Scotts Valley, CA 95066

Organization Name: _____

Contact Name: _____ Phone: _____ Ext: _____

Fax: _____ Email Address: _____

Account No: _____ Invoice No: _____ Return Approval code: _____

Reason for Return: _____

Would you like us to: (Circle One) Replace Refund Credit on next order

We recommend using UPS shipping for your protection as we are not responsible for any shipment not received by us. Please return goods within 15 days of receipt. Return shipping charges are the customer's responsibility, unless the reason for the return is due to our error.