PLAYAWAY® made possible by Findaway World

Return and Exchange Form

Please print this form and complete it by hand.

Have any questions?

Please call us at 877.893.0808

Step 1

Original Invoice # (if available): _____ **Date:** _____

Originally purchased by: ☐ Address Change

Library Name: _____

Address: _____

_____
(city) (state) (zip)

Phone: _____

Email address of person responsible for returns in your organization:

_____

Send Exchange to: (if different from left)

Name: _____

Address: _____

_____
(city) (state) (zip)

Phone: _____

Email address: _____

Please select one of the following options:

☐ This product was purchased during the past year.

☐ This product was purchased more than one year ago and I would like to replace it. I understand there is a $14.99 charge per unit that will be billed to me for shipping + handling charges.

Step 2

ISBN#	Quantity	Title	Reason for Return	Date Purchased	Unit Price

Total Price: _____

Step 3

Please provide a payment method for charges incurred with exchanging units over one year old:

☐ Please use credit card on file

☐ Please invoice me Net 30 (P.O. # _____)
(if applicable)

Please ship back the unit ONLY with this form and hold onto the packaging.

All returns and exchanges should be mailed to: **Warranty Returns, 31999 Aurora Rd. Solon, OH 44139**

* Please allow 3 - 4 weeks for your Playaway titles to be replaced and sent back to you. If you do not receive a return within that time, you can email us at customerservice@playaway.com or call us at 1.877.893.0808 x120, 8:30am - 5pm ET (Mon - Fri).