



University Frames, Inc.
3060 E. Miraloma Ave.
Anaheim, CA 92806

universityframes.com
1.800.711.1977

Name	Order #
Street	Telephone #
Street 2	E-Mail Address
City, State and Zip	

WE MAKE YOUR RETURN AS EASY AS 1, 2, 3...

1. COMPLETE

Complete the Returns or Exchanges Form. Write the items you would like to return, indicate the reason for your return using the provided reason codes, and tell us how you want your return processed.

2. ENCLOSE

Enclose this Form in the package along with the items you would like to return. Make a copy for your records.

3. SHIP PACKAGE

Take your package to a shipper of your choice for postage, and leave the rest to us. We highly recommend including tracking on your return package.

ANY QUESTIONS? You will receive your refund in the original form of payment less a 25% restocking fee once we receive the returned products at our warehouse, with all materials intact. If you are requesting an exchange, please allow 1-2 business days from delivery of your package, to be contacted by our online services team. If you need to receive your replacement item(s) sooner – please call our Customer Service Team to have your exchange order processed now.

RETURNS FORM

Order # _____

ITEMS FOR RETURN (SEE EXCHANGE FORM WITH DETAILED INSTRUCTIONS ON REVERSE SIDE OF THIS FORM)

List the items you would like to return or exchange and indicate the reason for your return using the Return Reason Codes on the right.

Return Reason Codes:

- 01 – Quality Issues
- 02 – Didn't Like Moulding
- 03 – Diploma Didn't Fit
- 04 – Incomplete Shipment
- 05 – Wrong Item Sent
- 06 – Damaged in Shipping
- 07 – Ordered Wrong Item
- 08 – Changed Mind/Bought Elsewhere
- 09 – Poor Value for Cost Other

REASON CODE	QTY	SCHOOL NAME	MOULDING	DIPLOMA SIZE	ADDITIONAL DETAILS

RETURN Refund will be given in original method of payment.

EXCHANGE Please complete exchange form.

GIFT EXCHANGE Please complete exchange form.

EXCHANGES FORM

ITEMS FOR EXCHANGE: What new products would you like?

QTY	SCHOOL NAME	MOULDING	DIPLOMA SIZE	ADDITIONAL DETAILS	PRICE

SHIP TO ORIGINAL ADDRESS
EXCHANGE WILL BE MAILED TO "SHIP TO" ADDRESS PRINTED ABOVE

NAME _____

ADDRESS _____

CITY/STATE/ZIP _____

EMAIL _____ PHONE# _____

SHIP TO NEW ADDRESS
EXCHANGE WILL BE MAILED TO THE ADDRESS AT RIGHT