

## **REFUND AND EXCHANGE FORM**

# **Return Policy**

1. NCQA is unable to accept returns of e-pubs and Web-based pubs. Electronic publications and web-based publications may not be refunded or exchanged.

2. A processing fee of 15% of the total returned items will be charged for all returns.

3. NCQA will accept returns of hard copy publications and specialty items that are accompanied by the original invoice within 30 calendar days of delivery of the order. Returned hard copy publications and products must be in original condition. NCQA has the right to refuse any return if the item is damaged and not in original condition.

4. When returning or exchanging an item, complete and include this form with the package. Be sure that all packages sent to NCQA are traceable and sent *via* UPS or the U.S. Post Office. NCQA is not responsible for lost packages. If the return is a result of our error (you received an incorrect or defective item), contact NCQA Customer Support at (888) 275-7585 before returning the item.

# Please send items being returned to: NCQA Returns, 1100 13th St., NW, Third Floor, Washington, D.C. 20005

#### CUSTOMER INFORMATION (PLEASE PRINT)

Name:			
Title:	Credentials:		
Organization:	(i.e., M.D., RN, CPHQ., etc.)		
Street Address:			
City:	State:Zip Code:		
Phone:	Fax:		
Email Address:			
Publication Title:			
Order Number: *Amount paid: (m	*Amount paid: (minus shipping & handling) \$		
	Minus 15% processing fee: \$		
Credit available for refund or to appl	y to replacement publication: \$		
Shipping and han	dling charges are NOT refundable. Sales tax is refundable.		
PLEASE INDICATE THE <u>REASON</u> FOR YOUR RETURN O	R EXCHANGE BELOW.		
I CA I COA A LINE <u>ALAGON</u> I CA I COA A LIONA CA			
Wrong item received	Someone else in company ordered item		
Wrong item ordered	Item is not what expected		
Incorrect quantity	Person who ordered item no longer works here		
Item no longer needed	Received damaged item		
Received item free at Educational Seminar	Other		

#### **REFUND/CREDIT REQUESTED**

Refunds will be processed in the same manner as the original payment (check or credit card). Credits are valid for one year from the date of issue, and those credits unused at the end of 12 months will be forfeited.

Refund:	

Credit: \_\_\_\_\_ Exchange: \_\_\_

### \*BE SURE TO COMPLETE THE <u>PAYMENT INFORMATION</u> SECTION. NCQA DOES NOT KEEP CREDIT CARD INFORMATION ON FILE.

PAYMENT INFORMATION				
Credit Card Type (Please check one.): Visa	MasterCard	American Expres	S	
Cardholder's Name:		Amou	nt to Charge:	
Credit Card Number:		E	Expiration :	
Cardholder's Signature: OR Check enclosed:				
Number	Amount			
EXCHANGE REQUESTED				
Replacement Publication Title:				
Item Number:		Price:	\$	
	Discounts (if a	pplicable):	\$	
	Credit to be ap	plied from return:	\$	
	Shipping and I	Handling:	\$	
	*Additional pa	yment (Due NCQA)	: \$	

\*\*Additional payment must include shipping and handling charges and applicable sales tax (MD 6%, DC 6%, CA sales tax is variable; go to https://gis.cdtfa.ca.gov/public/maps/taxrates to calculate based on your shipping address). Please refer to the chart below for shipping and handling charges for replacement items. There is no shipping and handling charge for e-pubs, web-based publications and Quality Compass.

Shipping and Handling Rates (Hard copies and NCQA Specialty Items)				
\$25 or less	\$10			
\$26-\$75	\$12			
\$76-\$100	\$14			
\$101-\$300	\$27			
\$301-\$500	\$33			
\$501-\$700	\$42			
\$701-\$900	\$68			
\$901-\$1,200	\$80			
\$1,201-\$1,500	\$92			
\$1,501 and over	6% of the order total			