

NCQA RETURN 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: _____
(i.e., M.D., RN, CPHQ., etc.)

Organization: _____

Street Address: _____

City: _____ State: _____ Zip Code: _____

Phone: _____ Fax: _____

Email Address: _____

RETURNED ITEM

Publication Title: _____

Order Number: _____ *Amount paid: (minus shipping & handling) \$ _____

Minus 15% processing fee: \$ _____

Credit available for refund or to apply to replacement publication: \$ _____

Shipping and handling charges are NOT refundable. Sales tax is refundable.

PLEASE INDICATE THE REASON FOR YOUR RETURN OR EXCHANGE BELOW.

- | | |
|--|---|
| <input type="checkbox"/> Wrong item received | <input type="checkbox"/> Someone else in company ordered item |
| <input type="checkbox"/> Wrong item ordered | <input type="checkbox"/> Item is not what expected |
| <input type="checkbox"/> Incorrect quantity | <input type="checkbox"/> Person who ordered item no longer works here |
| <input type="checkbox"/> Item no longer needed | <input type="checkbox"/> Received damaged item |
| <input type="checkbox"/> Received item free at Educational Seminar | <input type="checkbox"/> 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 PAYMENT INFORMATION SECTION. NCQA DOES NOT KEEP CREDIT CARD INFORMATION ON FILE.**

PAYMENT INFORMATION

Credit Card Type (Please check one.): Visa MasterCard American Express Diner's Club

Cardholder's Name: _____ Amount to Charge: _____

Credit Card Number: _____ Expiration : _____

Cardholder's Signature: _____

OR

Check enclosed: _____
 Number Amount

EXCHANGE REQUESTED

Replacement Publication Title: _____

Item Number: _____ Price: \$ _____

Discounts (if applicable): \$ _____

Credit to be applied from return: \$ _____

Shipping and Handling: \$ _____

*Additional payment (Due NCQA): \$ _____

****Additional payment must include shipping and handling charges and applicable sales tax (MD 6%, DC 5.75%, CA 7.25%). 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.**

| <u>Shipping and Handling Rates (Hard copies and NCQA Specialty Items)</u> | |
|---|-----------------------|
| \$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 |