



International Spy Museum Store

800 F Street, NW
Washington, DC 20004-1500

Telephone: 1.877.SPY.BUYS

FAX: 202.393.7797

e-mail: customerservice@spymuseumstore.org

Return Form

Order #:

Payment Method:

Reason Code	Description	Item #	Qty. Shipped	Qty. Returned	Action Code
Reason Codes		Action Codes			
1 = Received damaged	5 = Received too late	E = Exchange		C = Credit original form of payment	
2 = Quality not as expected	6 = Received as gift	C = Credit original form of payment		M = Issue Merchandise Credit	
3 = Wrong item shipped	7 = Did not like				
4 = Defective (item did not work)	8 = Other:				

How would you like us to handle your return/exchange? (Please choose one of the following)

- Please replace the item(s)
- Please exchange this item for: _____
- Please issue a credit. (If you paid by credit card, we will issue a credit to your account when we receive your return. Note: Credit Card companies may take up to 2 billing cycles to credit your account)
- I am returning a gift. Please send me a SpyBucks card which can be redeemed at the International Spy Museum and the International Spy Museum Store.

Shipping Address

Name: _____

Address: _____ Apt: _____

City: _____ State/Prov: _____ Zip: _____

Country: _____

Daytime Phone: _____

E-mail: _____

Comments: _____

Credit Card Orders

Type: Visa M/C A/E Discover

Number: _____ Exp Date: _____

Print Name: _____

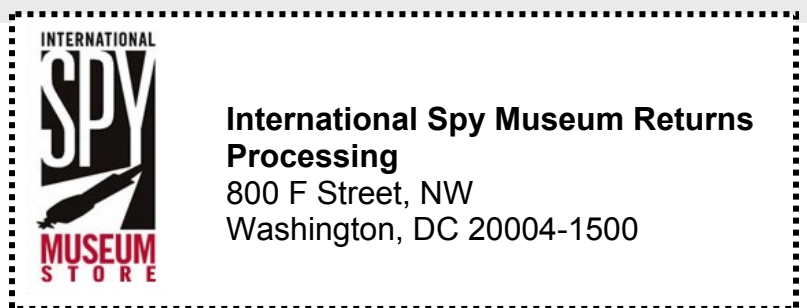
Signature: _____

(Required)

How to return merchandise:

1. If for any reason you are not satisfied with your purchase, you may return your merchandise within 30 days of the ship date for a prompt and courteous exchange or refund, whichever you prefer. Opened software, videos, DVDs, and CDs are returnable for exact replacement, and only due to defect. Shipping and processing charges are not refundable.
2. Fill out this form completely – include item number(s), reason code(s), quantity returned, and action code in the space provided on this form.
3. Return your item in its **ORIGINAL PACKAGING** in salable condition.
4. **ENCLOSE THIS ENTIRE FORM IN THE PACKAGE WITH THE MERCHANDISE.** Failure to do so will delay the processing of your order.
5. **INSURE** your shipment. Return by UPS or insured Parcel Post. (LOST SHIPMENTS ARE THE RESPONSIBILITY OF THE SENDER.) Please use the return label provided below.
6. **Retain your return shipping receipt as proof of your return until you have received your replacement merchandise or credit.**

Please cut out and adhere the Return Address Label to your package by covering the entire label with clear tape.



Return Address Label