

**Our Guarantee:** When you shop with PulseTV.com, we want you to be completely satisfied! If for any reason you are not satisfied with any product you purchased from PulseTV, you may return it within 60-days of receipt (NO authorization or RMA needed) for a replacement or a refund of your purchase price (less S&H). To expedite your return, please fill out this form completely and enclose with your return.

## Use This RETURN FORM for PulseTV Merchandise

### 1. CONTACT INFORMATION:

Daytime Tel # (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Email \_\_\_\_\_

\* We will send an email confirmation when your return is processed so please double-check the contact email

### 2. ORDER REFERENCE:

Order Confirmation Number: \_\_\_\_\_

**or** Order Number: \_\_\_\_\_

### 3. LIST MERCHANDISE ENCLOSED AND ACTION REQUESTED For Each Item Enclosed:

Item#:	Qty:	Description:	Reason Code: (see below)
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Action Requested:		
<input type="checkbox"/> Exchange with item #:	_____	<input type="checkbox"/> Refund
<input type="checkbox"/> Exchange with item #:	_____	<input type="checkbox"/> Refund
<input type="checkbox"/> Exchange with item #:	_____	<input type="checkbox"/> Refund
<input type="checkbox"/> Exchange with item #:	_____	<input type="checkbox"/> Refund

\* Refunds cover purchase price paid for product (less S&H)

**Additional Notes for Returns Department** (Use additional paper if needed):

\_\_\_\_\_

\_\_\_\_\_


\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### REASON CODE LISTING

- |                              |                                   |
|------------------------------|-----------------------------------|
| <b>A</b> Not As Expected     | <b>E</b> Defective Item - Explain |
| <b>B</b> Changed Mind        | <b>O</b> Other - Explain          |
| <b>C</b> Wrong Item Received |                                   |
| <b>D</b> Duplicate Item      |                                   |

 Before returning an item as defective, please revisit our website to see any special product instructions posted for the item under our "Manuals" [www2.pulsetv.com/instructions.asp](http://www2.pulsetv.com/instructions.asp)

### 4. SHIPPING

- PulseTV is not liable for any returns until they reach our location.
- We recommend you get a tracking number from the carrier for your own protection.
- Return postage is the responsibility of the customer.
- Any postage fees due from refused or unclaimed packages returned to us will be deducted from your refund.
- Ship your return to the address below.

### 5. TERMS

- All refunds are processed to the original method of payment. Refund checks are not available for gift returns.
- If applicable - ALL unused portions must be returned for a refund.
- Components and retail packaging must be returned as received. A 10% restocking fee may be deducted for incomplete returns.
- Replacements should reach you within approx. 2-3 weeks of processing your return, subject to availability.

**CONTACT:** For questions or additional assistance contact our Customer Service Team at [www.PulseTV.com/ContactUs.asp](http://www.PulseTV.com/ContactUs.asp)  
Or, call customer Service during our business hours of 8am - 5pm (Central) Monday through Friday at 800-711-1361

**We Appreciate Your Business!**

RETURN ALL SHIPMENTS TO:

**Pulse Direct, Inc**  
7851 185th St, Ste 106  
Tinley Park, IL 60477