1625 Eastover Drive
Jackson, MS 39211
ptk.org/store
800.946.9996

Your total satisfaction is our goal. We are committed to providing you with quality products and outstanding customer service. Should our merchandise or service ever fail to meet your expectations, please contact us at **800.946.9996** or at **store@ptk.org**.

We accept unopened, unused merchandise in its original condition within 30 days of the packing slip date for a full refund of the purchase price or exchange. Shipping and handling fees are non-refundable. No refunds will be given on graduation regalia.

Please complete and enclose this form with your return. A copy of the packing slip will expedite the return process. You may return the package via US Mail, FedEx or UPS.

To return an item(s), please follow the steps below:

STEP 1 Fill out the original order information

Name _____ Order # _____

Chapter Name _____

College Name _____

Address _____

City _____ State _____ Zip Code _____

Member # _____ Email _____

STEP 2 How would you like us to handle your return/exchange?

☐ Refund

☐ Exchange
(Please fill out step 4 below)

☐ Credit My Account
(Chapter/Bookstore Use Only)

STEP 3 List item(s) you are returning, including reason for return

Qty	Item Number/Name	Description	Size	Reason Code

Reason for Return:

A. Too Large **B.** Too Small **C.** Damaged/Defective **D.** Ordered Wrong Product

E. Not as Pictured **F.** College Provided **G.** College Doesn't Allow **H.** Arrived Late

Other: _____

STEP 4 List item(s) you want to exchange or replace: *(if applying for credit/refund, skip this step)*

Qty	Item Number/Name	Description	Size

STEP 5 Enclose and return:

Enclose the Return Form and a copy of the packing slip along with the merchandise in its original packaging and condition as they were received. Send your package to:

Phi Theta Kappa Store
Attn: RETURNS
1625 Eastover Drive
Jackson, MS 39211