



ASP Product Return Information

We want you to be completely satisfied with every purchase you make with us. If you are in any way dissatisfied with a product you ordered, we will exchange it, replace it, or refund your money within 30 days of receipt. All that we ask is the product is returned in new or unused condition.

Postage: Postage and handling charges are not refundable. Customers are responsible for postage on all returns back to the ASP. If an error is due on the part of the ASP then all postage will be refunded. If you request an exchange or replacement, the item(s) will be shipped to you at no cost.

Damaged shipments: If your package was damaged in shipment via UPS, we will contact UPS direct for claim instructions. *Please save both the merchandise and original packaging and packing materials.* Contact customer service by email or phone for return authorization and instructions.

Customer Service: Contact us if you have any questions. Email: service@astrosociety.org. Telephone: 1-800-335-2624 or 1-415-337-1100 x114 (outside the U.S.) – 8:30 am - 2:30 pm PT Monday – Friday, except holidays.

Return Form

Instructions to return:

1. Please fill out this Return Form completely.
2. Package all items securely in a box (or reuse the original box)
3. Keep a copy of both sides of this Invoice/Return Form and place the **original into the package.**
4. Ship package(s) to: ASP Returns, 390 Ashton Avenue, San Francisco, CA 94112

Return Codes:

- A. Damaged
2. Arrived too late
3. Ordered Wrong Item
4. Quality not as expected
5. Duplicate shipment
6. Wrong item shipped
- Z. Other: _____

Action Codes:

- A. Replace with same item
- B. Exchange for different item
- C. Credit to my credit card
- D. Refund for check/cash purchase

Customer Name _____ Order Number _____

Customer Phone/email _____ Order Date _____

Returned Item Number	Product Description	Qty	Return Code	Action Code
1.				
2.				
3.				

Exchange Item Number	Product Description	Qty	Charge my Card	Check for difference enclosed
1.				
2.				
3.				