

SYSTEMS THINKING PRESS

1420 Monitor Road • San Diego • CA • 92110 • (619) 275-6528 • Fax (619) 275-0324 • www.SystemsThinkingPress.com

Return/Refund Policy

Dear Customer:

Thank you for your order! We are delighted to have you as a customer. Your satisfaction is our highest concern. Should any item not meet your expectations, we encourage you to return it within 30 days of receipt for a full refund on the materials. We are satisfied only when you are.

Refund Policy: If for any reason you are not satisfied with our materials, you may return them within 30 days of receipt for a refund. CD-ROM's that have been opened are NOT returnable. Shipping charges will not be refunded. A 20% (or greater) fee may be applied for items returned damaged. All e-Products are non refundable.

We would like to receive feedback from you as to why you are returning our products. It is the only way for us to improve our products and services to our customers.

To assure proper credit, you must do three things: (1) return materials by traceable means (2) include a copy of your sales receipt/invoice and (3) complete the form below.

Thank you.

Steve Haines

President and Founder

Reason for Return

1. Please list all items (and quantities) that are being returned:
2. Reason(s) for the return:
3. What would have to be different (i.e. more of/less of) for me to buy this?
4. What specifically did you like about the product?

Name:	Organization:	
Address:	City/State/Zip:	
Phone:	Fax:	E-mail:

Signature:	Date
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