

Directions: Read the following information and form from Tru-Form Clothing, Inc., and answer the questions that follow.

TRU-FORM CLOTHING, INC

2 Tru-Form Lane Oilville, VA 12345-0000 1-800-555-1234

Returns as easy as 1-2-3—choose the most convenient for you

Part A

1. To return Internet or catalog orders at a Raymond's store, follow these guidelines:
 - Bring the items you wish to return and the original packing slip to any participating Raymond's store where Tru-Form Clothing merchandise is sold.
 - You will receive a return confirmation from Raymond's. Please choose one of these options: a credit to your charge card, a refund check, or a Tru-Form Clothing gift card.
 - Exceptions: Raymond's cannot accept certain returns, including those from Tru-Form Clothing retail stores, planetshop.com, or Tru-Form Clothing Business Outfitters.
2. To use the Easy Return label and pay a flat fee of \$6.50 which will be deducted from the amount of your refund, follow these guidelines:
 - Detach and return the original packing slip.
 - Detach and include the Return Form, telling us how you want your return processed. Indicate reason for return and reorder instructions, if any.
 - Securely package your return and affix the Easy Return label. Give package to your mail carrier, or drop it off at any U.S. Post Office or collection box.
 - Exceptions: Service not available for Business Outfitter, Canadian or International orders, or large bulk items.
3. To do it yourself with the shipper of your choice, follow these guidelines:
 - Detach and return the original packing slip.
 - Use the regular return label addressed to: Tru-Form Clothing, Inc., 2 Tru-Form Lane, Oilville, VA 12345-0000.
 - Include the return form telling us how to process your return. Indicate the reason for return and reorder instructions, if any.
 - Securely package your return and send it to us using an insured shipper of your choice.
 - Pay for the postage up front.



Part B

How would you like us to handle your return/exchange? Please check one:

- Refund Gift card Exchange (Please fill out Reorder form below) In-store credit

Return form:

List item(s) you are returning, including reason for return (see chart w/ numbers below).

Reason(s)	Description	Item number	Color	Price

10 too small	14 wrong monogram
11 too large	15 do not like color
12 defective	16 wrong style
13 wrong color	17 other

Additional reasons:

Reorder form

Item number	Description	Size	Color	Qty	Price
				Sales Tax	
				Total	



- 1 In order to avoid paying a fee to return an item, the customer must —**
- A use the Easy Return label
 - B use the original packing slip
 - C take the item to a participating Raymond’s store
 - D take the item to a U.S. Post Office
- 2 In Part A, the return information does *not* answer which of the following questions?**
- F Where should the returned item be mailed?
 - G Where are the participating Raymond’s stores located?
 - H How does a customer use the Easy Return label?
 - J How can a customer exchange an item?
- 3 The return confirmation mentioned in Part A means that a customer will —**
- A receive a refund
 - B receive an immediate cash refund
 - C receive a gift card from Raymond’s
 - D receive store credit at Raymond’s
- 4 In order to return and reorder an item, a customer must —**
- F bring the item to a Raymond’s store
 - G complete the return confirmation form
 - H use the Easy Return label and pay the fee
 - J complete the return and reorder forms
- 5 Which of the following *must* accompany a return?**
- A The original order form
 - B The original packing slip
 - C A letter with instructions
 - D Reasons for returning the item



6 Participating Raymond's store suggests that —

- F customers may return a Tru-Form Clothing item at some Raymond's stores
- G customers may return and reorder at a Raymond's store
- H customers may return a Tru-Form Clothing item at all Raymond's stores
- J customers may return all planetshop.com orders to any Raymond's store

7 The flat fee in Part A means that —

- A Tru-Form Clothing will pay postage on the return
- B a single postage charge is deducted from the refund
- C an item must be returned to a Raymond's store
- D Tru-Form Clothing will return \$6.50 to the customer

8 The Easy Return label and flat fee do *not* apply to —

- F items purchased from the catalog
- G international orders
- H Internet orders
- J items purchased over the phone

9 In Part B, a customer gives reasons for returning an item by —

- A completing the reorder form
- B calling the 800 number
- C emailing Tru-Form Clothing, Inc.
- D using the numbers on the return form

10 If a customer ordered the wrong item, what should that customer list as the reason for returning the item?

- F Too small
- G Too large
- H Other
- J Defective

