

**VIDEO / AUDIO TAPES & CD-ROM RETURN FORM**

Students are responsible for returning **all video/audio tapes and CD-ROMs, rewound (if applicable), with covers, and with this form.** Tapes/CD-ROMs must be returned **within 10 business days** of the end of the semester, upon expiration of course extension or withdrawal. See the reverse side for specific return instructions. Neither Thomas Edison State College nor MBS Direct will be responsible for tapes/CD-ROMs lost or damaged in return transport. Students should **retain all receipts** including delivery confirmation until their refund is received.

NAME: \_\_\_\_\_  
 ADDRESS: \_\_\_\_\_  
 SEMESTER: FALL 20\_\_\_\_ SPRING 20\_\_\_\_ SUMMER 20\_\_\_\_ OTHER\_\_\_\_  
 COURSE TITLE: \_\_\_\_\_ ORDER # \_\_\_\_\_  
 DATE MEDIA SENT TO MBS DIRECT: \_\_\_\_/\_\_\_\_/\_\_\_\_ RETURN VIA:  UPS  USPS MAIL

Please provide information regarding the technical quality of your tapes/CD-ROMs. In the boxes below, check "S" if the technical quality was satisfactory and "U" if technical quality was unsatisfactory.

If unsatisfactory or a tape/CD-ROM is damaged, please identify the course number and nature of the problem (if known) in the "Notes" column.

MEDIA TYPE	COURSE #	QUALITY		NOTES
_____	_____	<input type="checkbox"/> S	<input type="checkbox"/> U	_____
_____	_____	<input type="checkbox"/> S	<input type="checkbox"/> U	_____
_____	_____	<input type="checkbox"/> S	<input type="checkbox"/> U	_____
_____	_____	<input type="checkbox"/> S	<input type="checkbox"/> U	_____
_____	_____	<input type="checkbox"/> S	<input type="checkbox"/> U	_____
_____	_____	<input type="checkbox"/> S	<input type="checkbox"/> U	_____
_____	_____	<input type="checkbox"/> S	<input type="checkbox"/> U	_____
_____	_____	<input type="checkbox"/> S	<input type="checkbox"/> U	_____
_____	_____	<input type="checkbox"/> S	<input type="checkbox"/> U	_____
_____	_____	<input type="checkbox"/> S	<input type="checkbox"/> U	_____

**FOR OFFICE USE ONLY:**

DATE RETURN RECEIVED: \_\_\_\_\_

PROCESSED BY: \_\_\_\_\_

TAPE(S) RECEIVED DAMAGED:

PROGRAM NUMBER(S) \_\_\_\_\_

TAPE(S) MISSING:

PROGRAM NUMBER(S) \_\_\_\_\_

TAPE(S) RECEIVED REWOUND: YES NO

(IF NO, NUMBER THAT NEED REWINDING) \_\_\_\_\_

TAPE(S) SLEEVES RETURNED: YES NO

(IF NO, NUMBER NOT RETURNED): \_\_\_\_\_

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# INSTRUCTIONS FOR RETURNING VIDEO/AUDIO TAPES & CD-ROMS

## FOR FAST AND ACCURATE HANDLING OF RETURNS:

### COMPLETE THE VIDEO/AUDIO TAPE & CD-ROM RETURN FORM:

- Fill in the information requested on the reverse side of this form.
- If a tape/CD-ROM is damaged, please indicate the course number and nature of the problem (if known) in the "NOTES" column.

### PREPARE VIDEO/AUDIO TAPES AND CD-ROMS FOR PACKING:

- Rewind all videotapes. A rewinding fee of \$1.00 per tape will be assessed if not rewound.
- Place tapes and CD-ROMs in the original cases provided.
- Check the program numbers to insure the return of a complete set of tapes or CD-ROMs.

### PREPARE PACKAGE FOR SHIPPING OR MAILING:

- Use the original package protection material for returning tapes or CD-ROMs. If additional packing material is needed, use crumpled newspaper. To avoid damaging the tapes or CD-ROMs, do not use shredded newspapers or other dust particle materials. Surround and cover the tapes or CD-ROMs with the package protection materials to avoid damage in return transport.
- Place this completed form on top of the tapes or CD-ROMs inside the appropriate shipping box. Cover the original shipping label on the top of the box with the return shipping label provided on the packing slip and seal the package securely with tape.

### SHIPPING OPTIONS AND INSTRUCTIONS:

- All tapes or CD-ROMs must be returned to the address listed below within 10 business days of the end of the semester or withdrawal. MBS Direct recommends the following services and options:
  - United Parcel Service (UPS), prepaid, insured and a confirmation of delivery.
  - United States Postal Service (USPS), prepaid registered, insured and a return receipt.

We strongly recommend that you insure all tapes at \$25 per videotape and \$60 per audio set.

- It is important that students retain a copy of this form along with the UPS shipping receipt with tracking and shipper numbers or USPS receipt for registered mail with the return receipt card in the event students need to resolve video billing, trace the package, or to file a claim.

**Students are advised to retain all receipts and delivery documentation until they receive their refund.**

MBS Direct  
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800-325-3252