



## Our Lifetime Satisfaction Guarantee

Every single Great Course you order comes with a Lifetime Satisfaction Guarantee.

One of the hallmarks of The Great Courses—one that has been with us since we first opened our doors more than 25 years ago—is our Lifetime Satisfaction Guarantee. If a course is ever less than completely satisfying, for any reason, you may exchange it for another course of equal value at any time. You may also return any course, within one year of initial purchase, for a full refund. And if a course ever breaks or gets damaged, we'll replace it as long as the course is in print. Absolutely free.

## Return Instructions

1. Complete The Great Courses Return Form at right by writing in your customer number from the front of your invoice. Enter your full item number, course title, and amount for refund.
2. Package your return and include this Return Form.
3. For your protection, we suggest you return items via FedEx, UPS, or insured Parcel Post to one of the addresses listed below.
4. No return authorization is necessary.

SEND PACKAGES TO THE **RETURNS DEPARTMENT AT:**

**United States and all other countries**  
 The Great Courses Returns Processing  
 11519 Nations Ford Road  
 Pineville, NC 28134  
 Phone: 1-800-832-2412

**United Kingdom**  
 The Great Courses  
 2nd Floor, Mander House  
 Mander Centre  
 Wolverhampton, WV1 3NH  
 Phone: 0800 298 9796

**Australia**  
 The Great Courses  
 PO Box 286  
 Brunswick Heads NSW 2483  
 Phone: 1800 461 951

## Return Form

Customer No. \_\_\_\_\_

Course #	Title	CD/DVD/Book	Qty.	Item Cost

Total: \_\_\_\_\_

### Return Reason

- Incorrect item received                       Not satisfied with course content  
 Already ordered this course before         Damaged shipment  
 Not satisfied with professor  
 Other \_\_\_\_\_

- Refund to credit card (*The Great Courses will refund to the original card used for purchase only.*)  
 Refund by check  
 This was a gift  
 Exchange for the new item listed below

Reorder Here:

Course #	Title	CD/DVD/Book	Qty.	Item Cost

Total: \_\_\_\_\_