



Return Authorization Request and Agreement

Fax to (716) 332-5951

Name:			
Company:			
Street Address:			
City, State, Zip:			
Telephone Number:		Fax Number:	
Email Address:		Org ID:	

By placing my signature below and requesting a refund for product I have purchased I hereby state that I have removed all copies of the software from any computers it was installed upon and that I have not retained any copies thereof. I will return all materials to Day One in their original packaging within seven days of being faxed a RMA # from the number listed above. I understand that Day One software has automatic reporting capabilities and do hereby authorize Day One to collect any amounts refunded, plus a 50% service charge, by automatic debit to my credit card or by any other means legally available if the software is found to still be in use on any computer.

X _____ / /
 Customer Date

Items to be Returned

Qty	Description	Purchase Price
Total amount of refund request:		

For Office Use Only:	
Your RMA# is: _____	_____
Return must be received by: _____	Total amount to be refunded: _____

IMPORTANT INSTRUCTIONS: READ CAREFULLY

[1] Request and Obtain a Return Authorization Number (RMA #)

Complete this form and fax to (716) 332-5951 along with a copy of your original sales order or invoice within 30 calendar days of the date you placed your order. Requests made after this time will not be honored. Day One will gladly refund the original purchase price of the products that we manufacture. However, we are unable to make refunds for third-party products, printed manuals and/or shipping/handling or service charges.

[2] Obtain the RMA

You will receive a fax with the return authorization number (RMA #) for the products you wish to return. Do not ship any products to us until you have received the RMA #... they will be returned to you if you do!

[3] Return the products, in the original packaging, with a copy of this form to:

RMA# [Your RMA #]
 Appraisal.com Returns
 620 Main St
 Buffalo, New York 14202

Be certain to insure your shipment. We cannot be responsible for lost packages. Day One must receive ALL of your returned items within 15 calendar days of issuance of the RMA#. Failure to deliver goods on time will result in a denial of your return privilege.

[4] Allow 30 days for your refund to be processed.

Credit card purchases will be refunded to the same card the purchase was made on. All other forms of payment will be refunded by company check.