

# Pimsleur Marketplace Buy Back Offer Submission Form

*Updated January – 2011*

## Buy Back Instructions:

1 – Print and fill out this form and include it **inside your course** – for faster processing, you may also include a copy of your original invoice.

**Do not use tape anywhere (inside or outside) on the black Pimsleur case.**

2 – Ensure that the CDs are packaged well so that they won't come loose during shipment. We recommend using a tracking number and insurance for the return shipment to us. For more packaging/shipping tips and rules, please visit [www.pimsleurmarketplace.com/the\\_buy\\_back\\_program](http://www.pimsleurmarketplace.com/the_buy_back_program)

3 – If you are requesting a refund by check, please allow 5-7 business days once your course is received by us to contact us to verify your refund information. **\*\*Your check will not be sent until you contact us by telephone to verify your address information**

Today's Date (MM/DD/YYYY) \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_

City, State ZIP \_\_\_\_\_

Phone Number (Daytime, Required) \_\_\_\_\_

Email address (Required) \_\_\_\_\_

<i>Office Use Only</i>		
Course(s) Returned		
_____		
_____		
Course Purchased From Us?	Y	N
Missing/Damaged Items? _____		
Total Refund/Credit Due _____		
Processed By: _____		Date: _____/_____/_____

Number of comprehensive courses being returned \_\_\_\_\_ (no need to fill out multiple forms for multiple courses)

**\*Courses that are missing materials will have deductions made to the credit or refund**

All CDs included? Y \_\_\_\_\_ N \_\_\_\_\_ (\$10 per replacement – 2 replacements maximum per course)

Reading booklet included? Y \_\_\_\_\_ N \_\_\_\_\_ (\$10 replacement fee. Fee will be applied for torn, unstapled, or damaged booklets)

Carrying case included? Y \_\_\_\_\_ N \_\_\_\_\_ (If no, please do not send. If damaged - smashed, warped, torn - there will be a \$25 replacement fee)

I have read and I agree to your buy back program policy and rules as described on [www.PimsleurMarketplace.com/the\\_buy\\_back\\_program](http://www.PimsleurMarketplace.com/the_buy_back_program)

Y \_\_\_\_\_ N \_\_\_\_\_ (You must read and accept our policy in its entirety on our website. If this answer is left blank or "no", the refund will be forfeited and the course will not be returned.)

What is the condition of your course? (Circle One)

Verification # (if applicable) \_\_\_\_\_

Basically New   -   1   2   3   4   5   6   7   8   9   10   -   Ragged

I purchased this course from Pimsleur Marketplace. Y \_\_\_\_\_ N \_\_\_\_\_

Invoice Number (if available) \_\_\_\_\_ Date of Purchase (Apx) \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_

**If you purchased from Pimsleur Marketplace, you will receive a \$100 credit or refund, if you purchased from another company, you will receive a \$90 credit or an \$80 refund.**

Requesting: (Check One) Refund \_\_\_\_\_ Credit \_\_\_\_\_ Both \_\_\_\_\_

**Refunds:** I would like to receive my refund via: (Check One)

\_\_\_\_\_ Check via US Mail (Check will be sent within 2 weeks **after** address is confirmed by telephone)

\_\_\_\_\_ Refund to my credit card (only available if course arrives to us within 55 days of date of credit card charged)

**Credits:** I would like to use my credit toward the purchase of (bundles can be listed as one item):

Item \_\_\_\_\_ Price \$ \_\_\_\_\_

Item \_\_\_\_\_ Price \$ \_\_\_\_\_

Item \_\_\_\_\_ Price \$ \_\_\_\_\_

Item \_\_\_\_\_ Price \$ \_\_\_\_\_

Shipping/Handling (found on our website) Cost \$ \_\_\_\_\_

Subtotal \$ \_\_\_\_\_

Buy Back Credit (Expected) \$ \_\_\_\_\_ **Total Amount Due \$ \_\_\_\_\_**

**Payment Options:**

\_\_\_\_\_ Please contact me via (select one) telephone \_\_\_\_\_ email \_\_\_\_\_ for credit card information to pay the remaining balance

\_\_\_\_\_ Please charge my credit card the remaining balance and ship immediately

Card Type: Visa \_\_\_\_\_ MasterCard \_\_\_\_\_ American Express \_\_\_\_\_ Discover \_\_\_\_\_

Card Number: \_\_\_\_\_

Expiration Date (Month/Year): \_\_\_\_\_/\_\_\_\_\_ CVV2\* \_\_\_\_\_ \*3-digit code on back of card or 4-digit code on the front of American Express

Name of Card Holder \_\_\_\_\_

\_\_\_\_\_ I have included a check or money order for the total remaining amount including shipping costs.

Please make checks payable to "Elite Commerce, Inc."

**Please send your course(s) to\*:**

Pimsleur Buy Back Offer

1810 Cabellaro Dr.

Ammon, ID 83406

**\*Be sure to purchase tracking service and insurance for your shipment.**

Notes/ Requests/Instructions: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# **Pimsleur Marketplace Buy Back Agreement**

Updated January – 2011

## **Agreement Instructions:**

- 1 – Print, read, and sign this agreement.
  - 2 – Include this signed agreement with your Buy Back Submission Form
  - 3 – Your Buy Back will not be accepted unless this signed agreement is included with your shipment.
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I, \_\_\_\_\_, would like to participate in the Pimsleur Marketplace Buy Back Program. I understand that I am under no obligation to participate in the Buy Back Program.

(please print your name)

I understand that the Buy Back Program is not a return of items (either defective, damaged, or unwanted) to Elite Commerce, Inc. or any of its subsidiaries. It is a purchase of my Pimsleur course(s) by Elite Commerce, Inc. I understand that it is the policy of Elite Commerce, Inc. that because CD media is recordable and easily copied, Elite Commerce, Inc., does not accept returns of opened items. I understand that the Buy Back Program is a program in which Elite Commerce, Inc. will purchase my previously used Pimsleur Comprehensive course(s) from me in exchange for credit for merchandise or cash refund by check payment or a return to my credit card.

I further affirm that I have completely read and agree to the terms of participation in the Buy Back Program that can be found at [www.PimsleurMarketplace.com/the\\_buy\\_back\\_program](http://www.PimsleurMarketplace.com/the_buy_back_program)

I will include this signed Agreement, along with the completed Buy Back Submission Form, with the Pimsleur course(s) that I am submitting to Elite Commerce, Inc. I understand that failure to include these two items will result in the non-acceptance of my Pimsleur course(s).

I affirm that the Pimsleur course(s) that I am sending to Elite Commerce, Inc. is(are), to the best of my knowledge, original and legal. I further affirm that my Pimsleur course(s) is(are), to the best of my judgment, in a condition that is suitable for acceptance in the Buy Back Program.

I understand and agree that the shipping costs to send my Pimsleur course(s) to Elite Commerce, Inc. are my responsibility. I understand that I can either elect to purchase a tracking number and/or insurance for the package or not purchase any tracking information or insurance. If I choose to not purchase a tracking number or insurance for the package, any loss or damage to the package or course will be my responsibility. Further, I understand that shipping costs that are incurred as part of this program are my responsibility. If I elect to purchase another item from Elite Commerce, Inc., I will be responsible for the shipping costs to have the item(s) sent to me.

As demonstration of my agreement to the statements listed above, and also the terms of participation in the Buy Back Program as found at [www.PimsleurMarketplace.com/the\\_buy\\_back\\_program](http://www.PimsleurMarketplace.com/the_buy_back_program), I hereunder affirm:

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date (DD/MM/YYYY)