



DATE SENT: 12/02/2007

RMA APPROVAL FORM

ON HANDHELDITEMS.COM

This is a approval form for your Return Merchandise Authorization Please print out this RMA (Return Merchandise Authorization) form. It is our policy to include this RMA form within your return package. RMA are valid for 15 days, within which the return must be received by HandHeldItems.com

RMA# 4101

RMA TYPE: Replacement

Where you bought our product: HandHeldItems.com

Customer Name: Joe McInerney

Email Address: joemcin@gmail.com

Day Time Phone Number: 3034859047

Evening Time Phone Number: 3034859047

Date Request: 11/29/2007

ORDER#: 144369

INVOICE DATE: 11/26/2007

PRODUCT NAME(S): Slingshot Flying Chicken With Scream Sound

REASON FOR RETURN: Defective Product

COMMENTS

*Please also include a copy of this e-mail along with a copy of the invoice to be included in the return. Also please mark either for refund or replacement. If there is no note included in the return then it will automatically be processed for a refund. Upon reception we will process the order for either a refund/replacement. The RMA process takes about 5 business days to complete.

Please write the RMA number on the outside of the package in large bold letters. Please be advised that any expired/unauthorized/illegitimate or illegible numbers will be refused and we will not be responsible for return shipping from a refused package

Important: Any unauthorized returns sent to us will be refused or voided and will be shipped back at the customers expense

In the event of a defective item/wrong item sent, we will provide return shipping/or reimburse you for the return shipping if a copy of the receipt is included in the return. DO NOT USE EXPRESS OR NEXT DAY SHIPPING AS WE WILL NOT REFUND/REIMBURSE THAT TYPE OF SHIPPING. THIS INCLUDES PRIORITY EXPRESS VIA USPS WILL NOT BE REFUNDED

Handhelditems.com reserves the right to test any returned defective product/s. If the condition of the product is misrepresented by the customer, Handhelditems.com may impose a service and handling fee charge of up to \$40 US dollars depending on the given circumstances.

IMPORTANT : Handhelditems.com recommends that you use a carrier that offers shipment tracking

for all returns and/or either insure your package for safe return to Handhelditems.com or declare the full value of the shipment so that you are completely protected if the shipment is lost or damaged in transit. If you choose not to use a carrier that offers tracking and/or insure or declare the full value of the product, you will be responsible for any loss or damage to the product during shipping. Please note that the United States Postal Service (USPS) offers limited tracking capabilities and that there is a 30-calendar-day waiting period before the USPS will initiate a trace.

Thank you and we appreciate your business

RMA Department
Customer Support (800)944-4322
Handhelditems.com
377 South Lemon Ave Ste B
Walnut, CA 91789