

FJR ADVISORS, LLC
RETURN AUTHORIZATION FORM

IMPORTANT - please review the following before completing this form - these are the same terms & conditions you agreed to at the time of your order:

- If you have purchased product(s) on a 30-Day Trial offer, we must receive your return at least one (1) business day before your 30-day trial expires. For example, if your 30-day trial expires on a Monday, we must receive your return by the Friday preceding it. This is because mail frequently arrives late in the day and our building's mailroom cannot deliver it to us until the following business day. 30-day trials begin on the order date, not the delivery date, due to the fact that you received immediate access to the e-book at the time of your order.
- If this is a regular (non-trial) order, your return must be **received by us** – not postmarked – no later than **90 days** after your original purchase date.
- All returns must include this completed and signed Return Authorization form. We cannot process returns that do not include the completed form.
- The shipping charge(s) on your order(s) will not be reimbursed.
- A 15% processing and restocking fee applies to all non-trial returned products, or 30-day trial products returned after 30 days – no exceptions!
- Refunds can only be issued to the credit card used to place the original order. We do not issue refund checks – no exceptions! We cannot issue a refund if the card you used to place the order has been cancelled or has expired.

(This policy is in place to protect us from the criminal act of some dishonest customers who request refunds in the form of a check, while simultaneously disputing the original charge, thereby obtaining a double-refund.)

- All returns **must** be sent to the following address, not the return address on the package which is our fulfillment center – if you send it to them, or refuse delivery of the original order, they will charge us handling fees (\$10 + 15%) which will be deducted from your refund amount.

Please ship all returns to:

FJR Advisors, LLC
21163 Newport Coast Dr., #445
Newport Beach, CA 92657

Order Number (required) _____
(This is the Internet order number you received via email, NOT the warehouse order number that was listed on the packing slip you received with your order. It is in your receipt e-mail.)

Order Date _____ **Today's Date** _____

Full Name _____

Company _____

Billing Address _____

City _____ **State/Prov** _____

ZIP or Postal Code _____

Country _____

Shipping Address (if different) _____

City _____ **State/Prov** _____

ZIP or Postal Code _____

Country _____

Telephone _____

Email Address _____

(This must be the same email address that was used on your order.)

Method of Payment (check one only):

____ **Visa** ____ **MasterCard**

____ **American Express** ____ **Discover**

Reason for refund – please be specific:

I hereby affirm that all information provided on this form is true and correct. I authorize FJR Advisors, LLC to credit my credit card account for the total amount of my original purchase, less shipping and a 15% restocking/processing fee if this is not a 30-day trial return, or if this is a 30-day trial order that is being returned after 30 days. I understand that I will be responsible for a total of \$10 plus 15% of the product cost if I refuse delivery of the product or return it to the third-party fulfillment center in Phoenix, Arizona. I understand that I will not be reimbursed for shipping charges and packaging materials to return the product to FJR Advisors, LLC and that FJR Advisors, LLC does not provide return labels for that purpose. I understand that if this refund request is found to be fraudulent or in bad faith, my name may be shared with a number of consumer credit reporting agencies that track negative customer activity including credit card chargebacks and fraudulent refunds. I declare that I have not copied these materials, and I understand that FJR Advisors, LLC aggressively prosecutes cases of copyright infringement.

IMPORTANT:

Before signing this form and shipping your return, please be advised that when you ordered on our website, the following text was displayed in plain view above the "Place Order Now" button:

"I further declare that I have read, understand, and accept FJR Advisors, LLC's business terms as published on the web site."

These terms are clearly displayed for your review on our "Terms of Use," "Privacy Policy," and "Return Policy" pages which can be accessed via links at the bottom of the home page at NeverColdCall.com. Please note that recent changes to Federal law have established that clicking on the "Place Order Now" button, in plain view of the above-referenced statement, is equivalent to signing a physical contract agreeing to our business terms.

Signature _____ **Date** _____

Print Name _____

Please ship all returns, along with this form, to:

**FJR Advisors, LLC
21163 Newport Coast Dr., #445
Newport Beach, CA 92657**

DO NOT send your return to the return address listed on the original package (19th Avenue in Phoenix, Arizona). If you send or have sent your package to that address, or if you've simply refused delivery, our fulfillment house will charge us a return handling fee. *That fee will be deducted from the total amount of your refund.*

Please be advised that your refund will be processed *only* after we receive your return package. Therefore, please **DO NOT** use economy mailing services such as Media Mail, Bound Printed Matter, Parcel Post, International Surface Post, or other low-cost mailing services as they can take up to 4-6 weeks for delivery and will significantly delay your refund and may cause you to miss the 90-day deadline to return your item(s).

Please use tracking on your return package! If your package is lost enroute and you do not have tracking to prove that you returned it to us, you will not receive credit!