



Oncology Nursing Society RETURN POLICY

Apparel and Accessories

ONS accepts returns and will refund the original cost of merchandise purchased through the ONS Store within 45 days of delivery date. Products must be in unused condition and must still be available for purchase in the ONS Store.

Publications

ONS is committed to providing quality information to all oncology nursing professionals. As a result, we back all of our publications with a 100% satisfaction guarantee. If you are not completely satisfied with your publication, simply return it within 45 days of delivery date for a full refund, no questions asked. No credit will be issued for damaged books.

Shipping charges are not refundable.

HOW TO RETURN MERCHANDISE

1. Prepare Your Return

To begin your return, submit a return authorization request at <https://help.ons.org/hc/en-us/requests/new>. Once approved, a prepaid return label will be sent via email, or by mail upon request (continental United States customers only).

NOTE: If you choose to use the prepaid label, \$8.00 will be deducted from your refund.

2. Package Your Return

- a) Pack your return securely in its original packaging, if possible, and include the completed return form below.
- b) Affix your shipping label to the package.

3. Ship Your Return

When your package is ready, deliver it to an authorized FedEx shipping location. Find an authorized FedEx shipping location at [fedex.com/locate](https://www.fedex.com/locate).

If you prefer to use your own shipping method (USPS, UPS, etc.) or you are located outside the continental United States, please send your returned item, postage paid, to

Oncology Nursing Society
Attn: Fulfillment
125 Enterprise Drive
Pittsburgh, PA 15275

ONS is not responsible for shipping fees or lost returns. Please obtain a tracking number for your records.



RETURN FORM

Name: _____

Order Number: _____ Order Date: _____

RETURNED ITEM	QUANTITY	REASON CODE #

* Record appropriate number in the reason code # column above.

FOR ONS USE ONLY
Date Received:
Initials:

RETURNED REASON	CODE
No longer wanted/not as expected	1
Product damaged	2
Duplicate order received	3
Incorrect product received	4
Received extra item I didn't buy	5
Better price available elsewhere	6
Item arrived later than expected	7
Ordered item in error	8

REFUND PROCESS

- Most returns will process in approximately 7-10 days of receipt, depending on your method of return. Additional delays may occur.

- A refund will then be credited back to your original method of payment. Refund may take 7-30 days, depending on banking institution. Gift card purchases will be refunded in the form of a gift card.