

Dear Client,

Thank you for your order. At Yevshan we hope to continue to offer you and your family an extensive line of Ukrainian products through a convenient mail-order service.

Please retain this packing slip and your invoice for any future reference. You must call for a return authorization number in order to return products.

Due to the special nature of some of our products, including original arts and crafts and imports from Ukraine, some items may be delayed or temporarily out of stock. Backorders will be maintained for a period of 12 months, upon which you will receive a notification if the item is not expected to become available. You may cancel a back order at any time by calling us or in writing with the details (order # and item #). All prepaid backorders will be refunded within 30 days of the request.

For software, please direct all technical questions to the technical support group of the manufacturer. We do not offer technical support. Due to our agreement with software developers, and as per their requirements, we cannot accept returns of opened products. All sales are final unless authorized by the manufacturer.

Not all products which are available are listed in the catalog. If you cannot find a particular item, please call. You may place a special order request if we carry the item. Since we work with many producers of Ukrainian material, we might be able to find that hard-to-get item that you would like.

Our aim is to serve you, our customers, better. If you have any suggestions, ideas or requests, we would be happy to hear from you. Please send us a note or an email to: info@yevshan.com. You may also check our website www.yevshan.com for new items, periodic specials and offers, clearance items and other unique materials.

Our Return Policy

Any returns must be shipped back to us within 30 days. Please call 1-800-265-9858 to obtain an authorization number to enter on the form attached. Complete and detach the form and include with any returned material. **Items returned without an authorization number will incur a 15% restocking fee.** You may return:

- items which are defective or damaged
- unopened CDs, cassettes or videos
- items shipped in error or duplicates

Items must be returned in their original condition with original packaging. We will issue a full refund for the price of any returned item or exchange any defective or damaged item.

We can only refund shipping costs if the return is the result of our error or a defect.

Просимо ті речі, які повертаєте нам - переслати не пізніше як до 30 днів після отримання вашого замовлення. Щоб отримати кредит за повернену річ, чи замінити її, просимо передзвонити нам щоб отримати номер, який вписується на формуляр поданий нижче. Без цього номера додаватиметься кошт 15% від вартості матеріалу. Поштові витрати повертатимуться тільки у випадку нашої помилки чи бракованого матеріалу. Повернені речі повинні бути в оригінальному стані та упаковці.

in the USA, please return items to:

Yevshan Corporation
P.O. Box 1075
Champlain, NY 12919

in Canada, please return items to:

Yevshan Corporation
16887 Hymus Blvd.
Kirkland, Quebec H9H 3L4

Return Form



Order # _____ Invoice # _____

Date _____

Customer Id# _____ Name _____

Return Authorization # _____ (required for processing of returned items)

Item(s) returned: _____

Reason for return:

item defective or damaged incorrect item received duplicate order other _____

Action requested:

replace with item # _____ credit my account issue refund

Method of payment was:

by check by credit card (card number to credit: _____)