

February 4, 2016

3095-0027

On all three forms (NATF 84, NATF 85, and NATF 86), these changes have been made:

NEW (02-2016) Return Policy: *RETURN POLICY:* Due to various factors, it is occasionally difficult for NARA to make a legible reproduction. Customers will be notified and asked for approval to proceed in these cases if NARA anticipates a reproduction of questionable legibility. NARA does not provide refunds except in special cases. If a customer requests a refund, a review is made of the order to determine if the customer was properly notified of the questionable nature of the original and if the product is a true representation of the original. If the product is a true representation of the original, no refund will be issued. If you feel your order has been processed incorrectly or contains errors, please contact NARA within 120 days of your order date to have your issue verified. Once verified, NARA will correct the issue and resend the documents. If the error cannot be corrected you will receive a refund.

FORMER (07-2015) Return Policy: *RETURN POLICY:* Due to the age, original media type, and general condition of many of the items in NARA's holdings, it is occasionally difficult to make a legible reproduction. NARA staff will notify customers if they anticipate that the original will result in a reproduction of questionable legibility before requesting the reproduction and after approval of the customer. After a records reproduction is completed, the product undergoes a review to determine if it is an accurate representation of the original item. Because of the preapproval process, NARA does not provide refunds except in special cases. If a customer requests a refund, a review is made of the order to determine if the customer was properly notified of the questionable nature of the original and if the product is a true representation of the original. If the customer authorized proceeding and the product is a true representation of the original, no refund will be issued.