

April 23, 2018

3095-0027

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

NEW (04-2018) Return Policy: *RETURN POLICY:* Due to various factors, it is occasionally difficult for NARA to make a legible reproduction. NARA will notify customers and ask for approval to proceed if we anticipate a reproduction of questionable legibility. As a result, NARA does not provide refunds except in special cases. If a customer requests a refund, we review the order to determine if we properly notified the customer 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, we will not issue a refund. If you feel we processed your order incorrectly or it contains errors, please contact us within 30 days of your delivery date to have your issue verified. Once we verify the issue, we will correct the error and resend the documents. If we cannot correct the error, you will receive a refund.

FORMER (01-2016) 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.