



# Book Return Authorization

1. **OUR BOOKS ARE RETURNABLE.** If a title isn't moving in your market, we want to get it back before a new edition makes it obsolete. Thank you for giving it a chance on your valuable shelf space. Our return period is normally between **NINETY DAYS AND ONE YEAR** of the publisher's invoice date; however, we will accept the book for return after one year as long as the edition is still in print. To keep our products current, we update our titles every one-and-a-half to two years.

2. **RETURN PERMISSION MUST BE REQUESTED** so that we may issue detailed packing and shipping instructions. This is your authorization to return the book(s) and the instructions are below.

3. **NOTICE OF SHORTAGE OR NON-RECEIPT** must be made within thirty days of the shipping/invoice date for domestic shipments; sixty days for international.

4. **BOOKS DAMAGED IN TRANSIT** are not the responsibility of the publisher. Please you're your claim to the carrier.

5. Returns must be accompanied by your packing slip listing **QUANTITY, TITLE, AUTHOR, ORIGINAL INVOICE NUMBER** and **INVOICE DATE**. Books returned with this information will be credited with 100% of the invoice price minus shipping. Otherwise, it will be assumed the original discount was 60%. Some books have been returned to us when they should have been directed to one of our wholesalers; books should be returned to their source.

6. **ROUTING:** Ship books via Parcel Post (Media Mail) prepaid or UPS prepaid to Custom Solutions, Attn: Sara Morgan, 5559 Hilltop Circle, Saint Francisville, LA 70775. Alternatively, if your establishment is local to Louisiana, you can call (225) 936-8190 and schedule a pickup.

7. To qualify for a refund, returned books must arrive here in good **RESALABLE CONDITION**. (No scuffs, tears, folds or marks that would prompt a customer to reject the book.) If they are not now resalable, please don't bother to return them. If you are not willing to package them properly for the return trip, please don't waste your time and postage.

To package the books so that they will survive the trip, we suggest you wrap them in the same way that they were sent to you. There are two important steps in successful book packaging: Keep them clean and immobilize them. Place the stacked books in a plastic bag. This will separate the dirty newsprint and greasy Styrofoam "peanuts" or discs from the book edges and will prevent grit from creeping between the covers. To keep the books from shifting (which causes scuffing), cut a shipping carton to the right size and stuff it tightly with dunnage.



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