



Publication Return Policy for Bookstores, Wholesalers and Distributors

L e v e r a g i n g

t h e P o w e r

o f P e e r s ®

1. **Our books are returnable.** Our return period for bookstore, wholesalers and distributor partners is normally within 90 days from publisher's invoice date. To keep our products current, we update our titles every one to two years, which limits our window of return opportunity.
2. **Return permission must be requested prior to shipping.** This will allow us to provide detailed packing and shipping instructions. If you receive this notice in response to a request to return, this serves as your authorization.
3. We must receive notice of **shortage or non-receipt** within 30 days of the shipping/invoice date for domestic shipments and 60 days for foreign shipments. Those issues will be dealt with separately from returns.
4. **Books damaged in transit** from publisher are not the responsibility of the publisher. Please make 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 that the original discount was 15%. Books should be returned to their source, which may be one of our wholesalers or distribution partners rather than the publisher.
6. **Routing:** Books to be returned to the publisher should be sent via prepaid method to:
Authenticity Consulting, LLC
Attn: Teri McNamara
4008 Lake Drive Avenue North
Minneapolis, MN 55422-1508
7. To qualify for a refund, returned books must arrive here in good **resalable condition.** If they are not now resalable, please do not bother to return them. Books must be packaged properly to arrive here in resalable condition. Please package the books for return as they were shipped to you. Books should be placed in a plastic bag to protect them from dirt on packing materials; then they should be placed in a shipping container that is the right size for the books and/or is filled with packing material to prevent shifting of books during shipment, to prevent scuffing of covers.
8. A credit memo will be issued toward future purchases. We reserve the right to provide a refund by check for credit amounts less than \$200.

Industry tells us that it now costs more than \$8.00 to write a letter. Correspondence, packaging and postage cost us all a great deal of money and time. You may want to consider marking down the books rather than returning them to us.

Publication Return Policy for Distribution Sales, effective December 2005.
Subject to change with 90 days notice.