

BOUND TO STAY BOUND BOOKS RETURN POLICY AND FORM

To return books, please read the following information, complete the form below, enclose a copy of the form with the books and send them to the address shown on the shipping label provided. All returns should be completed within 90 days.

Non-processed books

- Please, inspect your order carefully for damage or errors before marking or stamping the books in any way.
- No prior authorization is needed to return books that have not been processed.
- All returned books must be unused, unstamped, and in salable condition.

Processed books

- **You must call or email for authorization prior to returning any processed books. Call 800-637-6586 (At the announcement, PRESS 2) or email [Returns@btsb.com](mailto>Returns@btsb.com).**
- Processed books are not returnable unless BTSB is responsible for an error or defect.

Packing/Shipping of books you are returning

- Returned books must be undamaged and in salable condition to be accepted for credit.
- Books should be returned via a method that can be traced. (Keep any postal receipts, UPS receipts, etc. in case of loss or damage.)
- To avoid in-transit damage, please be sure to use protective material to firmly secure the books being returned.
- In packing avoid covers in contact with the pages of other books, inadequate packing material, inappropriate packing material (e.g. newspaper), and leaving foreign material in the books that could damage pages.

Credit

- Exchanges will be made and/or credits issued once the returned books have been examined and determined to be in salable condition.
- If you have any questions, please contact the Returns Department at 800-637-6586 (At the announcement, please press 2) or email [Returns@btsb.com](mailto>Returns@btsb.com).

Please, help us by completing the following information.

Customer Number	Reference Number	Invoice Number	Invoice Date	Purchase Order Number	Purchase Order Date

Contact Name _____

Library Name _____

Address _____

City _____ State _____ Zip _____

Phone # _____ Ext. # _____

Email address _____

Quantity	BTSB Stock Number	Title	Bar Code #

Reason for Return: Incorrect Title Duplicate Title Damaged Title
(Circle one) Defective Title Processing Error Unsuitable for collection

Handle Return: Exchange for titles attached Credit our account
(Circle one)

**SHIP TO: BOUND TO STAY BOUND BOOKS
ATTN: RETURNS DEPARTMENT
1880 WEST MORTON AVE.
JACKSONVILLE, IL 62650-2619**

PLEASE

INSPECT BOOKS BEFORE
MARKING OR STAMPING.
MARKED BOOKS CANNOT
BE RETURNED.

CHECK VERY CAREFULLY
FOR UNATTACHED
PROCESSING OR
ADDITIONAL BOOKS.

IF YOU HAVE PROBLEMS WITH YOUR ORDER,
PLEASE, CALL US AT 1-800-637-6586 ext. 2
or email: [Returns@btsb.com](mailto>Returns@btsb.com)

WHEN CALLING, YOU MAY CHOOSE FROM THE
FOLLOWING OPTIONS:

- 1 for questions on your order, processing instructions, or title availability
- 2 for questions on returning merchandise
- 4 for questions on invoices and statements

PLEASE HAVE FOR REFERENCE
YOUR CUSTOMER NUMBER, INVOICE
NUMBER, AND ORDER REFERENCE NUMBER, AS
WELL AS THE NUMBER OF CARTONS RECEIVED

(OVER FOR RETURN POLICY AND INSTRUCTIONS)