

BOUND TO STAY BOUND BOOKS, INC.
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 e-mail for authorization prior to returning any processed books. Call 800-637-6586 (At the announcement, PRESS 6) or e-mail btsb@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 6) or e-mail btsb@btsb.com.

-----Please,
help us by completing the following information.

| Customer Number | Reference Number | Purchase Order Number | Purchase Order Date | Invoice Date | Invoice Number |
|-----------------|------------------|-----------------------|---------------------|--------------|----------------|
| | | | | | |

Contact Name _____

Library Name _____

Address _____

City _____ State _____ Zip _____

Phone # _____ Ext. # _____

E-mail address _____

| Quantity | BTSB Stock Number | Title | Bar Code # |
|----------|-------------------|-------|------------|
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Reason for Return: Incorrect Title Duplicate Title Damaged Title **Circle one:** Defective Title Processing Error Unsuitable for collection

Handle Return: Exchange for titles indicated Credit our account
Circle One:

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

PLEASE

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

CHECK VERY CAREFULLY
FOR CATALOG CARDS, KITS,
DISKETTES, OR ADDITIONAL
BOOKS.

IF YOU HAVE PROBLEMS WITH YOUR ORDER,
PLEASE, CALL US AT 1-800-637-6586 or e-mail
btsb@btsb.com

IF YOU ARE CALLING FROM A TOUCH TONE
PHONE,
AT THE RECORDED GREETING YOU MAY DIAL....

- 5 for questions on invoices and statements
- 6 for questions on returning merchandise
- 7 for questions on your order, processing instructions, or title availability

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)