

Barbour Publishing- Return Policy

How to obtain a Return Authorization

- **Fax to** 800-220-5948
- **Email to** info@barbourbooks.com

Your form must include your customer number, account name, address, phone number as well as the ISBN, Title, quantity and reason for return.

NOTE:

- RA Number required for every return
- RA Numbers are good for 30 days
- RA Numbers must appear on all shipping containers and packing slips

Overstock Returns

- The product(s) must be in brand-new, resalable condition and free from any dealer markings. (No yellowed pages, stickers or sticker residue, or shelf worn product.)
- Products must have been purchased from Barbour Publishing in the last 18 months. (If return exceeds 50% of your purchase in the last 18 months, a 10% restocking fee will be applied based on retail value.)
- Items non-returnable: Any items purchased at 70% or greater, out of print, or discontinued items.
- Titles returned that are not Barbour Publishing publications will not be credited or returned.

Damaged/Defective Returns

- Damaged products are returnable within 30 days of invoice date.
- Defective products are returnable within 90 days of invoice date.
- On all damaged and defective returns, please include a description of the damage or defect in the box along with approved authorization.
- If the package from Barbour Publishing has outside damage to the package, please sign for the shipment as "damaged" and keep the box for the shipper's inspection and call our Customer Service Department promptly to report the damaged package. (Pictures of damaged box and books will be required.)

Mail Returns to:

- Barbour Publishing, Inc.
Attn: Returns Dept.
1810 Barbour Drive SE
Uhrichsville, OH 44683

General Information

- If conditions as outlined in this policy are not met, we regret that your account will not be credited, and books will be discarded.
- Never include orders or checks with returns.

Returns Deadlines for Seasonal Product

- Graduation August 15
- Christmas March 31
- Planners January 31 (markdown credit only)

Packing Tips:

- Use a solid, undamaged box
- Place heavy or large products in bottom of box
- Lay books flat and add packing material around books to fill the box
- When closing the box flaps, it should be a snug fit. There should be no shifting in the box.
- Return using a traceable method
- Note: product not in saleable condition will not be credited