



BOOK RETURN AUTHORIZATION

- 1. Our books are returnable.** If a title isn't moving in your market, overstock returns are allowed **after 90 days** of the invoice date if **originally purchased through Emaculate Publishing**. This return period **expires a year after the publisher's invoice date**.
- 2. Autographed books**, if personalized, may not be returned.
- 3. Notice of shortage or nonreceipt** must be made within 30 days of the invoice date or shipping date, respectively; 60 days for International.
- 4. Damaged or defective returns:** If books are not saleable when you receive them, due to dents, tears, missing pages, blurred printing, etc., you must **notify us within 30 days** of invoice date. Books returned for this cause will only be exchanged, and only for the same title. **Books damaged in transit** are not the responsibility of the publisher. Please make claim to carrier.
- 5. Return a signed copy of this Book Return Authorization** with your returnable books. Otherwise, you must contact us for **Return Permission** at 1-888-Bookway (1-888-266-5929) or emaculatepublishing@yahoo.com before returning books. Once Return Permission is granted, follow the instructions below.
- Returns must also be accompanied by your Invoice or packing slip listing **Quantity, Book Title, 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 your purchase was made at our greatest discount, which is 65%, and you'll only be credited with 35% of retail list price. If you purchased the books from one of our wholesalers or another source, you must return the books to them.
- 7. To qualify for a refund**, returned books must also reach us in good **resalable condition**. Please do not return books if they are not resalable and you have not notified us that they were "damaged or defective" in accordance with #4 above. When you return your resalable books to us, you must package them properly.

To package the books to survive the trip, we suggest you wrap them the same way they were sent to you. When shipping, it is important to keep our books clean and immobilize them by wrapping the stacked books in plastic to **prevent any inked newsprint or "packing peanuts" from soiling the book edges** and grit from creeping between the covers. Keep books stable and prevent them from arriving damaged. **Prewrap books, pack books firmly** with padding, cut shipping carton to fit size, and tape shipping carton together well. Do not use oversized envelopes.
- 8. Books arriving damaged due to improper packaging**, we will not be refunded or exchanged, but will be held until you pay for the return postage so that we may send them back to you as "unacceptable." If you do not pay this return postage within 30 days of our notice to you, we assume you are not longer interested in the books or refund, and we assume you are no longer interested in the books or refund, and we'll assume ownership of them. You'll be notified if we receive the books damaged from improper packaging.
- 9. Time is money** and it costs almost \$10 to write a letter. Then correspondence, packaging and postage costs more money and time. Years ago, it was cheaper to return slow-moving books. However, many bookstores are now finding it far more cost effective to simply mark down the books and sell them.

Ship books prepaid to: (call for shipment address)

Note: Shipment address is different from our PO Box order address.