

RETURN POLICY

1. All items must be returned to NWTD within 12 months of the invoice date.
2. A copy of the Packing Slip or Invoice and this form should accompany any item being returned.
3. Items being returned for credit must be in new condition; free of marks or stamps.
4. If a kit or TRP is returned, all components must be included in original packaging.
5. If returning more than one carton please mark each carton as "1 of 3", "2 of 3", etc.
6. For larger returns (10 cartons or more) please call for special instructions.
7. Please send all returns to the following address via a traceable mode of transportation (UPS, Freight).
8. All returns are subject to approval by the publisher.

If you have any questions, please call 800-676-6630

**Northwest Textbook Depository
Attention: Returns Department
17970 SW McEwan Rd.
Portland, OR 97224**

Customer Contact Information (* Required)		Items Being Returned		
Contact Name *		Quantity	Publisher Number (ISBN)	Return Code
Account				
Invoice #				
Invoice Date				
Purchase Order				
Phone *				
Email *				
Address				

Return Codes: 1. Defective

2. Duplicate Order

3. Wrong Quantity Ordered/Shipped

4. Wrong Book Ordered

5. Wrong Book Shipped

6. No Longer Need or Overstock

RETURNS THAT DO NOT CONFORM TO THIS POLICY MAY RESULT IN THE DELAY OR DENIAL OF CREDIT
Returns may be subject to a restocking fee

ATTENTION: DO NOT STAMP BOOKS YET!

ORDER CHECK-IN PROCEDURES:

When receiving freight shipments, count cartons and note any shortage or damage on the carrier's Bill of Lading:

Shortage claims **MAY NOT** be honored if cartons are signed for but not delivered.

DO NOT STAMP BOOKS UNTIL ABSOLUTELY SURE YOU HAVE RECEIVED THE CORRECT ITEMS.

1. Check all items in based on the Packing Slip.
2. Then compare Packing Slip to Purchase Order for verification of items received/ordered.
 - Stamped books may not be returned for credit unless they are defective.

Shortages or damaged books should be reported to our customer service department (503-906-1100) immediately. Shortage claims over 30 days may not be honored.

When inquiring about an order or to report a discrepancy, the Packing Slip or the following information will be extremely helpful:

- Purchase Order Number (located on the address label attached to the packaging)
- Shipment Number (located on the address label attached to the packaging)
- Order Number (located on the packing slip)
- Account Number (located on the packing slip)
- Publisher Number (ISBN) of the items involved