

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 DISTRIBUTE OR STAMP BOOKS YET!

ORDER CHECK-IN PROCEDURE:

1. **Count** boxes/cartons and note any shortage or damage on carrier's Bill of Lading
(Note: Shortage claims MAY NOT be honored if you sign a carrier delivery document indicating cartons were delivered, but are later unable to find the materials.)
2. **Verify** item quantities in shipment match those on the Packing Slip
3. **Compare** Packing Slip to Purchase Order to verify items ordered match those received

**PLEASE WAIT TO STAMP OR DISTRIBUTE BOOKS UNTIL YOU
VERIFY THAT YOU HAVE RECEIVED THE CORRECT ITEMS**

Report shortages or damaged books to NWTD Customer Service immediately.
503-906-1100 or customer.service@nwtd.com

Shortage claims over 30 days may not be honored.

When contacting Customer Service, please refer to your packing slip and have the following information available:

- Purchase Order Number
- Order Number
- Account Number
- ISBN Number