

Book Return Authorization

Our books are returnable. If a title has not moved to your satisfaction between **90 days and one year from the publisher's invoice date**, we want them back. Following are the conditions of return:

1. **Return permission must be requested.** This is your authorization and the instructions are below.
2. Notice of shortage or non-receipt must be made within 30 days of the shipping/invoice date for domestic shipments, 60 days for foreign.
3. Books damaged in transit are not the responsibility of the publisher. Please make claim to the carrier.
4. Returns must be accompanied by your packing slip listing quantity, 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 the original discount was 60%.
5. Only books purchased directly from the publisher should be returned to us. Books purchased from a distributor or wholesaler should be returned to those sources.
6. Routing. Ship books via parcel post (book rate) prepaid or UPS prepaid to Ardent Publishing; 1930 Roosevelt Rd., Suite 56; Northfield, MN 55057.
7. to qualify for a refund, books must arrive in resalable condition. If they are not resalable, please do not return them. If they are not resalable, it will be a waste of time and postage. Here are some suggestions for packaging books that are resalable :
 - Wrap them the same way they were sent to you
 - Keep the books clean and immobilize them
 - Place the stacked books in a plastic bag to protect them from packing material and dirt
 - To keep the books from scuffing, cut the box down to a size and stuff it lightly with packing material
 - **Do not use Jiffy Bags.** They destroy books. We will refuse such a shipment at the post office

Industry tells us that it now costs more than \$8 to write a letter. Shipping packages takes a lot of time, and it is expensive. Today, many bookstores are finding it far more cost effective to simply mark down the books and move them out.