



RETURN POLICY

NOTE:

- RA numbers are required for every return
- RA numbers must appear on all shipping containers; multiple boxes should be labeled box “_ of _”
- Please allow up to two weeks for your account to be credited

How to obtain a Return Authorization (RA) number:

- **On the Web:** Log on to www.anchor distributors.com. Under “Account,” click on “Returns” to create your own RA printout list, label, and RA number.
- **Email to:** customer care@anchor distributors.com a list of the overstock merchandise to be returned. You may use our Problem Solver Form (found online at [Problem Solver Form 2026.pdf](#)) An RA number will be issued within 48 hours.
- **Call:** Contact Customer Service at 1-800-444-4484.

Overstock Returns:

- Eligible overstock products include books, Bibles, DVDs, and CDs.
- Product(s) must be in brand-new, resalable condition.
- Products must have been purchased from Anchor Distributors within the last 12 months.
- Credit will not be given for products damaged by newspaper ink or by other improper shipping methods.

Damaged / Defective Returns:

- You must email your request first, include a description of the damage or defect, and provide photographs.
- **Do not return anything until instructed to do so.**
- If boxes are damaged, contact customer care immediately.
- Damaged and/or defective products are returnable **within 30 days of date of purchase.**
- Credit is not available for damaged orders shipped via Media Mail. Use USPS Ground Advantage as an alternative.
- Minor inclusions, imperfections, and unique characteristics are not considered defective or damaged and are not returnable.

Mail Returns to:

- Attn: Returns Department, Anchor Distributors
1030 Hunt Valley Cir., New Kensington, PA 15068

General Information:

- We reserve the right to return unacceptable products back to you with a fee in the amount of the return freight charge.
- If you would like your credit balance refunded by check or to your credit card, please let us know.
- If your returns exceed 25% of your purchases in the past 12 months, a 20% restocking fee applies.
- Never include orders or checks with returns.

Nonreturnable Products:

- Giftware and most non-book, non-Bible, and non-DVD/CD products
- Perishable food products, such as Communion Bread/Juice
- Software with a broken seal
- Any product purchased more than 12 months ago
- Discontinued or out-of-print products
- Products bought at a discount of 61% or greater
- Individual units that are sold only in sets or displays
- Calendars and planners
- Personalized/embossed products
- Extended Catalog and Special Order products are not returnable

Packing Tips:

- Start with a solid, undamaged box, one that is not too large to handle the weight of books; 30 lb. limit.
- Place heavy or large products in the bottom of the box.
- Do not use newsprint; the ink will damage the books.
- Lay books flat with the spines to the outside, allowing room for side or center packing material. Avoid placing anything with a sharp edge where it might push into the pages.
- Place fragile products on top and in the center. If necessary, use a box within a box.
- Leave room at the top for packing material. When the box flaps are closed, it should be a snug fit. There should be no shifting if you tilt the box back and forth.
- Note: Use sufficient packaging material to avoid damage; product not in saleable condition will not be credited.

ANCHOR DISTRIBUTORS' DATED MATERIAL RETURN POLICY

See the charts below for when to return your quarterly curriculum and VBS materials.

■ The dates listed are when returned material is due in the Anchor warehouse, not the date when you ship it.

Curriculum Return Due Dates

Publisher	Fall Quarter	Winter Quarter	Spring Quarter	Summer Quarter
RH Boyd	October 1	January 1	April 1	July 1



VBS Return Due Dates

Publisher	Return Date/Arrival to Anchor
Abingdon Press/Cokesbury	August 15
Lifeway/B&H Publishing	July 30
Concordia Publishing	August 1
R. H. Boyd Kits	April 1
R. H. Boyd Ancillary	April 1

VBS & Curriculum Returns Instructions:

■ When returning VBS or curriculum materials, you must put them on a separate RMA. Any other VBS materials to be returned should be included on a different RMA. Books and other returnable items should be on a separate RMA.



Seasonal – All returns for Christmas products must have approval by Anchor Customer Care

Season	Return Date
Christmas	January 30