

# ANCHOR DISTRIBUTORS' RETURN POLICY

## How to obtain a Return Authorization (RA) number:

- **On the Web:** Log on to [www.anchor distributors.com](http://www.anchor distributors.com). Under "Account," click on "Returns" to create your own RA printout list, label, and RA number.
- **Fax to:** (800) 765-1960 a list of the overstock merchandise to be returned. You may use our Problem Solver Form (found online at [https://www.anchor distributors.com/documents/Problem\\_Solver\\_Form.pdf](https://www.anchor distributors.com/documents/Problem_Solver_Form.pdf)). An RA number will be faxed within 48 hours.
- **Your Form:** You may also use your own computer-generated returns form addressed to "Attn: Returns." Please be sure to include your account name, address, and phone number, as well as the product title, quantity, product number, and reason for return.
- **Call:** Contact Customer Service at 1-800-444-4484, press "0" or hold to be transferred.

### NOTE:

- RA numbers are required for every return
- RA numbers are good for 10 days
- 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

## Overstock Returns:

- Eligible overstock products include books, Bibles, DVDs, and CDs.
- The product(s) must be in brand-new, resalable condition and free from any dealer markings. (Please, no yellowed pages, stickered copies, or products that look shelf-worn.)
- Products must have been purchased from Anchor Distributors within the last 24 months. Any returns after 12 months will incur a restocking fee of 10% of the retail price.
- Credit will not be given for products damaged by newspaper ink or by other improper shipping methods.

## Damaged / Defective Returns:

- Damaged products are returnable *within 30 days of date of purchase.*
- Defective products are returnable *within 90 days of date of purchase.*
- On all damaged and defective returns, please include a description of the damage or defect.
- In the event that a shipment from Anchor has external damage, please sign for the shipment as "damaged" and keep the box for the shipper's inspection.

## 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 of \$5 per box. Should the product value be negligible, you may designate that it be donated to charity instead.
- In the case of an overstock return with partial damage, a 20% fee will be applied based on retail value.
- If you would like your credit balance refunded by check or to your credit card, please let us know.
- If your returns exceed 50% of your purchases in the past 12 months, a 10% refund fee applies.
- Never include orders or checks with returns.

## Seasonal products must be received in our warehouse no later than the dates below:

Valentine's Day	March 15
Easter	May 15
Graduation	August 15
Halloween	November 30
Thanksgiving	December 31
Christmas	January 30
Vacation Bible School	See Dated Material Return Policy

## Nonreturnable Products:

- Giftware and all other non-book, Bible, and DVD/CD products
- Perishable food products, such as Communion Bread/Juice
- Software with a broken seal
- Books, Bibles, DVDs, and CDs purchased more than 24 months ago
- Discontinued or out-of-print products with five or fewer in-stock availability. (We will allow a 30-day grace period from the date of purchase.)
- Products bought at a discount of 65% or greater
- Individual units that are sold only in sets or displays
- Calendars and planners
- Personalized/embossed products not done by Anchor
- Extended Catalog and Special Order products are not returnable
- Quarterly curriculum products (excluding Group)
- Vacation Bible School (see Dated Material Return Policy)

## Packing Tips:

- Start with a solid, undamaged box, one that is not too large to handle the weight of books; 50 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 as to avoid damage; product not in saleable condition will not be credited.

# ANCHOR DISTRIBUTORS' DATED MATERIAL RETURN POLICY

## Wondering when to return your dated curriculum and Vacation Bible School (VBS) materials to Anchor?

- To ensure you receive proper credit for various dated materials, we've conveniently provided these charts of due dates so you know when we require these items to be returned to us.
- Keep these charts handy all year long as you prepare your returns of curriculum and VBS materials!

### Curriculum Return Due Dates | *Date returned material is due in the Anchor warehouse*

Publisher	Fall Quarter	Winter Quarter	Spring Quarter	Summer Quarter
Group	November 1	February 1	May 1	August 1
Standard Lesson Commentaries	March 31			



### VBS Return Due Dates | *Date product is due in the Anchor Distributors warehouse*

Publisher	Return Date
Abingdon	August 15
Answers in Genesis	August 15
Concordia	August 30
Group - Regular	August 15
Group - Weekend	August 15
Group - VBS Outlet	Non-Returnable
Lifeway Church Resources	Non-Returnable
R. H. Boyd	Non-Returnable