

ANCHOR DISTRIBUTORS' RETURN POLICY

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.
- **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). 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.

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:

- 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 external damage is noticeable on boxes, sign for the shipment as "damaged," take pictures of the boxes, and keep the boxes for possible inspection.
- Damaged 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.
- Defective products are returnable **within 12 months of date of purchase.**

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.
- If you would like your credit balance refunded by check or to your credit card, please let us know.
- If your returns exceed 30% of your purchases in the past 12 months, a 10% restocking 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
Curriculum/VBS	See Dated Return Policy on next page

Nonreturnable Products:

- Giftware and most 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 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.

- To ensure you receive proper credit for various dated materials, you will need to return all materials before the dates below.
- 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
Any	November 1	February 1	May 1	August 1

Standard Lesson Commentaries	March 31
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VBS Return Due Dates

Publisher	Return Date
Abingdon	August 15
B&H Publishing	August 15
Concordia	August 30
R. H. Boyd	Non-Returnable
Urban Ministries Inc.	August 15