

# 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.

### 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
Urban Ministries Precepts for Living: The UMI Annual Bible Commentary	April 30



## VBS Return Due Dates

Publisher	Return Date
Abingdon	August 15
B&H Publishing	July 30
Concordia	August 1
R. H. Boyd Kits	April 1
R. H. Boyd Ancillary	April 1
Urban Ministries Inc.	August 15