

Books of Discovery Return & Credit Policy

revised 12/9/2024

Returns will be accepted for products bought directly from Books of Discovery with the following conditions:

Prior permission to return merchandise must be obtained from Books of Discovery before returns will be accepted.

If you placed your order online (as a consumer or a wholesale customer) you can request a return by logging into your account and going to Orders. Select “Start A Return” from the order you wish to return items from and follow the steps from there.

If you are unable to log into an account or if the order was placed another way (such as over the phone) you can request a return here: <https://booksofdiscovery.com/order-return-request/>

- Once an order is placed on the Books of Discovery website, it cannot be canceled.
- Products need to be returned within 180 days of invoice date. This return window also applies following the release of new editions, unless otherwise stated. A 15% restocking fee will be incurred for unauthorized returns
- A 15% restocking fee will be applied for returns of quantities of 50 or more of any single item.
- Customers have 30 days from the invoice date to inform Books of Discovery of any shortage on orders received.
- No returns will be accepted from a customer if the customer’s account has an overdue balance of 60 days or more.
- For an approved return that has been successfully processed at our warehouse, it may take up to one month for your credit memo to appear on your statement.
- All eBooks/digital books are NON-RETURNABLE. The redemption codes used to download our eBooks do not expire.
- Purchaser assumes risk of third-party consolidators when pallets are opened and repacked.
- Products must be returned in a solid box, with sufficient packing material on all sides (newspaper is not acceptable), with a maximum of 10 books or 16 boxes of flash cards per box.
- Merchandise must be received in new condition. Single books returned from book bundle orders will not receive a credit. Any items received in damaged condition will either be sent back to the customer at their cost or credited at a discounted rate. Damaged condition includes but is not limited to: bent book corners, creases in text covers or pages, crushed flash card boxes, missing pages or flash cards, ink marks, tears, rips, dirt, or other visible marks, stickers, price tags, and other labels. In some cases, you may be asked to submit photo documentation of damaged products or packaging
- Please reference the invoice number of the original order when making the return.

• Ship returns to the following address:

Books of Discovery c/o PSSC Returns Dept
100 N Staebler Rd, Ste D
Ann Arbor, MI 48103

- A credit memo will automatically be issued to your account upon receipt. Refunds are also available upon request. If you originally paid by credit card, we will refund the same card.
- Books of Discovery cannot be responsible for making claims on any returned product that arrives at our warehouse damaged. This is solely the responsibility of the customer making the return.