

## Books of Discovery Return & Credit Policy

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

**Prior permission** to return merchandise needs to be obtained from Books of Discovery before returns will be accepted. To obtain authorization, please contact Customer Support: email: [info@booksofdiscovery.com](mailto:info@booksofdiscovery.com), fax: 720-479-9322, or phone: 800-775-9227.

- Products need to be returned within 180 days of invoice date.
- 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 90 days from the invoice date to inform Books of Discovery of any shortage on orders received.
- 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. DVD's must be in a padded envelope to prevent damage during return shipment.
- Merchandise must be received in resale condition. 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, cracked CD or DVD cases, 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**  
**1010 Carbon Ct, Unit E**  
**Erie, CO 80516**  
**Attn: Returns**
- 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.