

ANCHOR DISTRIBUTORS' RETURN POLICY

How to obtain a Return Authorization (RA) number:

- **On the Web:** Log on to www.anchordistributors.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.anchordistributors.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

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 | <i>See Dated Return Policy on next page</i> |

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 | | |

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 |