



BAKER PUBLISHING GROUP

Return Policy

1. No authorization is necessary to return any product published or distributed by the Baker Publishing Group.
2. The following items are **not** returnable:
 - Titles not listed on the current order form or on our website (www.BakerPublishingGroup.com)
 - Any out of print or discontinued title
 - Title purchased at more than 55% discount
3. Credit for returns will be issued at your last purchase price. If it is our title, but we show no purchase history you will be credited at your normal discount.
4. Defective merchandise should be returned for replacement or credit. A packing slip indicating the nature of the defect must be enclosed with each return shipment. Defective merchandise will be credited at the same discount as charged.
5. If a carton shows obvious damage it must be noted to the carrier upon delivery as well as notifying our customer service department promptly. Merchandise must be submitted to the carrier for inspection. Concealed damages should be reported within 30 days of receiving.
6. Errors in shipping must be reported to our customer service department within 30 days of the invoice date (orders@BakerPublishingGroup.com or 800-877-2665).
7. Titles returned that are **not** Baker Publishing Group publications will not be credited or returned.
8. Only clean, salable stock is acceptable. Non shrink-wrapped merchandise must be free of dealer's markings, sticker residue, or labels. Merchandise must be packed well to avoid damage in transit. Credit will not be issued for merchandise damaged during transit.
9. Ship returns prepaid via a traceable method (UPS, FedEx, or freight) to:

Baker Publishing Group Returns Dept.
6030 East Fulton Road
Ada, MI 49301
10. UPS call tag returns must have the name and address of sender marked on the label and you must also mark cartons "1 of 5", "2 of 5", etc. Some sort of a packing slip is required.
 - Shipping labels are required on each box destined for the Baker Publishing Group Returns Dept.
 - Mark cartons "1 of 5", "2 of 5", etc.
 - A packing slip must be included in carton "1", and the carton marked "Packing Slip Enclosed."

Note: If conditions as outlined in this policy are not met, we regret that your account will not be credited and books will be discarded.