

# ABINGDON PRESS RETURNS POLICY

Revised March 2017

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No authorization is necessary when returning products published or distributed by Abingdon Press.

- Titles not published or distributed by Abingdon Press will neither be credited nor returned.
- Product must be returned in clean, re-sellable condition, free of all dealers' markings, labels, and sticker residue. Electronic and digital media (such as DVDs, CDs, CD-ROMs) must be returned in unopened, original packaging. Kits must be complete and returned with no components missing.
- Out of print or discontinued titles will neither be credited nor returned.

## RETURN DISCOUNTS

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- Trade books returned with a copy of the invoice will receive full credit. **For trade books with insufficient information provided, Abingdon Press will endeavor to match the products to invoices; if this cannot be done, they will be credited at 46%.**
- Product lines not on a tiered-discount structure (like Church Supplies, VBS, Curriculum and Bulletins) will receive the same discount given at purchase.

## NEW RETURNS CENTER ADDRESS EFFECTIVE MARCH 1, 2017

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Ship returns, prepaid, via a traceable method (FedEx, UPS, ground freight) to:

**Abingdon Press Returns Department  
700 Airtech Parkway  
Plainfield, IN 46168**

- **As of April 1, 2017, returns sent to 341 Great Circle Road, Nashville, TN 37228 will be refused.**
- Merchandise must be packed securely and free from transit damage. Credit will not be issued for merchandise damaged in transit due to poor packing.
- Multiple cartons/pallets in a single return must be marked "1 of 3," "2 of 3," etc. A packing slip must be enclosed in carton "1," and the carton must be marked, "Packing Slip Enclosed." Packing Slip should include your account number and account name.
- It is recommended that you include any return reference number on your packing slip as well as on the exterior of each carton.
- Cartons must not exceed 40 lbs. Pallets must not exceed 57" high (including pallet).

## RETURNS DEADLINES FOR DATED MATERIALS

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Failure to meet these deadlines will result in no credit being issued and no product returned.

- **Vacation Bible School** returns must be postmarked by **September 15<sup>th</sup>** of the current year produced.
- **Dated curriculum** must be postmarked within 30 days of its final session:
  - Spring Quarter Return Deadline: July 1
  - Summer Quarter Return Deadline: October 1
  - Fall Quarter Return Deadline: January 1
  - Winter Quarter Return Deadline: April 1