

# ABINGDON PRESS RETURNS POLICY

Revised April 2025

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No authorization is necessary when returning **undated** 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.
- **Product must be returned within 12 months of purchase date.** Out of print or discontinued titles will neither be credited nor returned.
- **Claims for products received damaged, defective, or short must be made within 60 days of receipt.** We are unable to address such claims beyond this window.

## 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.

## RETURN PROCEDURES

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

**Abingdon Press Returns Department**  
**c/o Lakeside Book Co. -- Plainfield**  
**700 Airtech Parkway**  
**Plainfield, IN 46168**

- 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.
- We recommend you include any return reference number on your packing slip as well as on the carton exterior.
- 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 follow a "no product return" process; up to 10% of your purchase will be credited upon receipt of an affidavit listing of unsold inventory after the final session of the quarter, affidavit should be emailed to [orders@abingdonpress.com](mailto:orders@abingdonpress.com) by the following deadline schedule:**
  - Spring Quarter Return Deadline: July 1
  - Summer Quarter Return Deadline: October 1
  - Fall Quarter Return Deadline: January 1
  - Winter Quarter Return Deadline: April 1