

## FOR: Colleges - Adult Education Organizations - Bookstores

Rev. 1/11/11

- a) **DEFECTIVE MATERIALS** – We will gladly exchange materials that have printing or recording defects, at no charge. We must be notified within 2 weeks (10 business days) after receipt. Examine your shipment carefully. Exchanges must be made for the same title, and must be completed within 30 days or receipt of initial order.
- b) **SURPLUS or OVERPURCHASED MATERIALS** bought for class instruction - return privileges are limited by the parameters listed below:
- Returns must be for learning kits purchased to conduct classes. A minimum of 3 kits must be returned. We will not accept returns of 1 or 2 kits due to the cost of handling and processing.
  - Returns **MUST** be sent back within 60 days from date of purchase. We will not accept returns sent beyond this period.
  - Returned products must be unused, carefully packed, and in resalable condition. Our distribution center will be the sole judge of whether a return is acceptable. You will be notified if a return is not acceptable. Credit will not be issued for items that are not resalable.
  - A restocking fee of 10% will be deducted from your credit. We do not refund shipping charges. Products must be returned to us freight prepaid preferably by UPS or FedEx Ground.
  - You must obtain a Return Goods Authorization number (RGA #) prior to returning any items for credit or exchange. This is done by sending an e-mail to: [Returns@WorkplaceSpanish.com](mailto>Returns@WorkplaceSpanish.com) with the following information:

Customer / Company Name	
Order # and Order Date	
Contact Name & Phone	
Contact e-mail address	
Item Name & ISBN number	
Quantity to be Returned	
Reason for Return	

- We will reply to your e-mail within 2 business days. If your return is approved we will provide you with an RGA number that must be included on your Pack Slip.

**All returns must be shipped to the address below. Returns shipped to any other address will not receive credit.**

Workplace Spanish, Inc. Distribution Center  
8575 Cobb International Blvd.  
Kennesaw, Georgia 30153  
Attn: Workplace Spanish RGA #XXXX

**NOTE: WE RESERVE THE RIGHT TO LIMIT THE FREQUENCY OF RETURNS AND THE NUMBER OF BOOKS BEING RETURNED. ON ORDERS OF 50 OR MORE BOOKS, RETURNS ARE LIMITED TO 15% OF THE PURCHASE QUANTITY.**

## FOR: Consumer Purchases & Business Orders of Individual Books

Rev. 1/11/11

- c) **DEFECTIVE MATERIALS** – We will gladly exchange materials that have printing or recording defects, or are missing pages, CDs or CD-ROMs at no charge. We must be notified within 2 weeks (10 business days) after receipt. Examine your shipment carefully. Exchanges must be made for the same title and must be completed within 30 days or receipt.
  
- a) **DID NOT LIKE or DOES NOT MEET YOUR NEEDS** – We will extend return privileges based on the parameters listed below:
  - Returns must be for books that were actually purchased. Sample copies or “evaluation” copies are not returnable for credit.
  - Returns MUST be sent back within 30 days from date of purchase. Returns received beyond this period will not be accepted and credit will not be issued. They will not be returned to you unless they are shipped back on a freight collect basis.
  - Returned products must be unused, carefully packed, and in resalable condition. Our distribution center will be the sole judge of whether a return is acceptable. You will be notified if a return is not acceptable, in which case credit will not be issued.
  - We do not refund shipping charges. Returns must be sent to us freight prepaid.
  - You must obtain a Return Goods Authorization number (RGA #) prior to returning any items for credit or exchange. This is done by sending an e-mail to: [Returns@WorkplaceSpanish.com](mailto>Returns@WorkplaceSpanish.com) with the following information:

Customer & Company Name	
Order # and Order Date	
Contact Name	
Contact Phone	
Contact e-mail address	
Item Name or ISBN number	
Quantity to be Returned	
Reason for Return	

- We will reply to your e-mail within 2 business days. If your return is approved we will provide you with an RGA number that must be included with your return shipment.

**ALL RETURNS MUST BE SHIPPED TO THE ADDRESS BELOW.** Returns sent to our office or any other address will not receive credit.

Workplace Spanish, Inc. Distribution Center  
8575 Cobb International Blvd.  
Kennesaw, Georgia 30153  
Attn: Workplace Spanish RGA #XXXX

**NOTE: WE RESERVE THE RIGHT TO LIMIT THE FREQUENCY OF RETURNS AND THE NUMBER OF BOOKS BEING RETURNED.**