

## Colleges & Adult Education Organizations and Bookstores

Effective 1/2/08

- a) DEFECTIVE MATERIALS – We will gladly exchange any materials that have printing or recording defects at no charge. These materials must be exchanged for the same title; they cannot be returned nor exchanged for different titles.
  
- b) SURPLUS or OVERPURCHASED MATERIALS purchased for class instruction - Effective with January 2, 2008 shipments we will extend return privileges based on the parameters listed below:
  - Returns must be for books purchased to conduct classes. A minimum of 3 books must be returned. We will not accept returns of 1 or 2 books due to the cost of handling and processing.
  - Returns MUST be received within 60 days from date of purchase. Returns received beyond this period days will not be accepted and credit will not be issued. These books will not be returned to you unless they are shipped back freight collect.
  - 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 which means credit will not be issued for that item(s).
  - 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.
  - 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 & UPC 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 following address:

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

Returns shipped to any other address will not receive credit.

## Consumer Purchases & Business Orders of Individual Books Effective 1/2/08

- a) DEFECTIVE MATERIALS – We will gladly exchange any materials that have printing or recording defects at no charge. These materials must be exchanged for the same title; they cannot be returned nor exchanged for different titles.
  
- b) DIDN'T LIKE OR DOESN'T MEET YOUR NEEDS – Effective with January 2, 2008 shipments we will extend return privileges based on the parameters listed below:
  - Returns must be for books that were purchased. Sample copies or evaluation copies are not returnable for credit.
  
  - Returns MUST be received 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 which means credit will not be issued for the item(s).
  
  - 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 & UPC 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 following address:

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

Returns shipped to any other address will not receive credit.