

# rethinking schools

## Wholesaler and Retailer Return Policy

- Returns will be accepted no earlier than 30 days from invoice, and no later than 365 days from invoice.
- Books that arrive damaged when shipped from Rethinking Schools must be reported to Rethinking Schools within 30 days or no credit will be offered for those damages.
- No permission is required to return books, except for return quantities of greater than 500 copies.
- Return with copy of original invoice or reference invoice number on shipments and in all correspondence.
- Returns must be carefully packaged to prevent damage and shipped prepaid to:

### Publishers Storage & Shipping

Attn.: Receiving  
660 S Mansfield  
Ypsilanti, MI 48197  
[ordersmi@pssc.com](mailto:ordersmi@pssc.com)  
734-487-1890

- Credit will be issued based on the invoice price.
- Copies must be in salable condition. Returns that are damaged in any way that prevents the resale of the product will be discarded and customer will be notified of short credit. This includes copies that have price stickers on them, or have been damaged by the removal of price stickers, and returns that have been damaged in transit, unless the damage is due to shipping mishandling. Damages due to poor packing will not be credited. Photos will be provided for UPS claims for damaged boxes.
- Credit balances on books can be transferred from one store to another.
- No cash refunds granted for credit memos. Refunds on credit memos will only be provided on the event of a store closure or buyout.

Effective date 03/24/23