



Copley Custom Textbook Return Policy

XanEdu offers 10% returns privileges for unsold custom textbooks. Custom textbook return shipments must be approved for return and will be received by XanEdu up to 1 year after the first day of class. The shipment of books must be received by XanEdu within 3 months of the return authorization. Custom textbooks must be returned in their original salable (as shipped) condition.

Credit will only be issued after the invoice is paid and is to be used toward future XanEdu purchases. No refund checks are issued.

Returns require an average of 15 to 30 days to process.

Return Procedure

1. Fax or email your completed Return Merchandise Authorization (RMA) for review and approval prior to shipping your unsold materials to XanEdu.

FAX FORM TO: 978-263-9190
EMAIL FORM TO: textbook@copleypublishing.com

2. XanEdu will review your RMA Form and fax it back to you with the approved quantity for return. Please sign the authorized form and include it with your shipment of returned goods. XanEdu will provide detailed shipping instructions and address information with your approved RMA Form.
3. Send a prepaid shipment with your authorized RMA Form and CoursePacks to the address provided with your faxed authorization. (XanEdu does not cover freight charges.) Be sure to use a vendor that assigns tracking numbers to shipments—XanEdu is not responsible for lost packages.

XanEdu will provide detailed shipping instructions and address information with your approved RMA Form.

NOTE: On March 15, 2006 XanEdu combined its OriginalWorks and Copley Custom Publishing products into one premium publishing service called Copley Custom Textbooks. XanEdu will honor the 100% OriginalWorks return policy for OriginalWorks orders placed prior to this change. All custom textbook orders placed on or after March 15, 2006 are subject to the Copley Custom Textbook policy detailed above.

Questions?

Please contact XanEdu at 800-562-2147 or email textbook@copleypublishing.com with any questions about your custom textbook return or our policy.