

CoursePack Return Policy

This policy is in effect for all orders that have a First Day of Class date 7/10/06 or later

XanEdu offers a 100% return policy for the custom CoursePacks that we provide in print or digital formats. The following conditions apply:

- ✓ A 100% credit of the quantity ordered per CoursePack up to expected enrollment or approved PO quantity will be issued up to six months after the first day of class. No credit will be issued for CoursePacks for which we do not receive the Return Merchandise Authorization (RMA) form or a XanEdu-approved RMA form within 6 months of the first day of class.
- ✓ Product must be returned to XanEdu for verification. CoursePacks that are in digital access key format (keypackages) must be returned in their original shipped condition with the shrinkwrap intact. Front Covers only may be returned for CoursePacks produced and shipped in printed formats.
- ✓ The freight cost to return product to XanEdu must be prepaid by the distributor and not charged to XanEdu.
- ✓ Whenever possible, all returns for a CoursePack (CPID) should be processed with a single RMA and shipment. However, XanEdu will accept up to two returns per CPID per semester/term up to the enrollment or approved PO quantity.
- ✓ CoursePacks for which XanEdu provided only a Certified Master or copyright clearance are not eligible for return.
- ✓ CoursePacks that are designated before production as a "Special Order" are not eligible for return. Special Orders require materials from an outside vendor such as: CDs, custom tabs, coil binding, custom printed covers, binders, etc.
- ✓ XanEdu's return privileges are a benefit for customers in good standing. If a customer's rate of returns meaningfully exceeds industry and XanEdu norms, XanEdu will make every effort to work collaboratively to reduce the overage appropriately. If such efforts fail, XanEdu may impose order quantity restrictions, adjust the amount of product that may be returned, charge an administrative fee for returns, or make other modifications to this policy for that customer.

CoursePack Return Procedure

- ✓ The Return Merchandise Authorization (RMA) form is available online through your CoursePack Control Center account, by contacting our Returns Coordinator at cpreturns@xanedu.com, or by contacting XanEdu Customer Service at 800-218 5971.
- ✓ Complete and submit the RMA form via email (cpreturns@xanedu.com) or fax (888-811-4759).
- ✓ XanEdu will return the RMA form to the distributor with the quantity eligible for return along with shipping instructions for the return of product. Be sure to include a copy of the RMA with the product return to ensure proper credit.
- ✓ Returned CoursePacks are inventoried and then destroyed. Content copyright permissions are only active for a period of six months from the first day of the corresponding class. When the permissions period has expired, the product is no longer eligible for sale. For this reason, returned CoursePacks deemed ineligible for credit will not be returned to the distributor.
- ✓ **Processing and researching RMA requests require an average of 15 to 30 business days.**