

XanEdu Return Merchandise Authorization (RMA) Form

CoursePacks and Copley Custom Textbooks



COURSEPACK RETURN INSTRUCTIONS *(Copley Custom Textbooks return policy and instructions are on page 2.)*

Please follow the submission instructions below and review the CoursePack return policy on page 2 to ensure accurate and timely processing of your request.

1. Fax or email your completed Return Merchandise Authorization (RMA) or XanEdu Approved Returns form for review and approval prior to shipping your unsold materials to XanEdu.
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.
3. Once XanEdu has approved your request, 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.

EMAIL FORM TO: cpreturns@xanedu.com (preferred)

OR

FAX FORM TO: 888-811-4759

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

Additional fields are available on p. 2. If your request exceeds the lines provided, supplemental pages can be provided upon request.

*** Required Field – TO BE COMPLETED BY CUSTOMER**

Institution and/or Bookstore Name *			Phone *		Fax *		Contact *	
Street Address *			City *		State *		Zip *	
CoursePack ID or ISBN Number *	Invoice # *	Course Name / Professor (Author) Last Name i.e. BIO 101/Jones *	CoursePack or Custom Textbook Title *	Price Per Unit	Discount (If Applicable)	Qty. Returns Requested*	INTERNAL USE ONLY:	
							Quantity Approved	RMA #
SIGNATURE (required):								
Institution or Bookstore Representative (PRINTED)			Institution or Bookstore Representative (SIGNED)				Date	

INTERNAL USE ONLY:					
"Ship To" Customer #:	"Bill To" Customer #:	Date Request Received:	Request Received/Approved By:	Date Shipment Received:	Shipment Received/Processed By:

CoursePacks Return Policy

XanEdu provides **100% returns** privileges for unsold CoursePacks. The following stipulations apply:

- CoursePack return shipments must be approved for return and received by XanEdu after 30 days and up to **6 months** after the first day of class. Return credit will not be issued for CoursePacks if XanEdu did not receive and approve a Return Merchandise Authorization Form within 6 months of the first day of class.
- Credit will be approved only for a requested quantity equal to or less than the expected enrollment originally submitted on the CoursePack Order Form or bookstore purchase order.
- Only one return will be processed per CoursePack. All returns requested for each CoursePack must be included in a single form and shipment.
- CoursePacks must be returned in their original salable (as shipped) condition.
- CoursePacks that are designated as “special order” prior to production are not eligible for return. For example, CoursePacks containing materials from an outside vendor including but not limited to compact discs, custom tabs, coil binding, custom covers and binders.
- XanEdu does not issue return credit for its certified master or copyright clearance only services.
- Returned CoursePacks are processed and then discarded. CoursePacks that are determined ineligible for credit will not be returned to the customer.

COPLEY CUSTOM TEXTBOOKS RETURN POLICY AND INSTRUCTIONS

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.

Please follow the submission instructions below to ensure accurate and timely processing of your request.

1. Fax or email your completed Return Merchandise Authorization (RMA) for review and approval prior to shipping your unsold materials to XanEdu.
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.
3. Once XanEdu has approved your request, send a **prepaid** shipment with your authorized RMA Form and textbooks 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.

EMAIL FORM TO: textbook@copleypublishing.com

OR

FAX FORM TO: 978-263-9190 (preferred)

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. Please contact XanEdu at **800-562-2147** if you have any questions about your custom textbook return or policy.

* Required Field – TO BE COMPLETED BY CUSTOMER

CoursePack ID or ISBN Number *	Invoice # *	Course Name / Professor (Author) Last Name i.e. BIO 101/Jones *	CoursePack or Custom Textbook Title *	Price Per Unit	Discount (If Applicable)	Qty. Returns Requested*	INTERNAL USE ONLY:	
							Quantity Approved	RMA #