

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	Qty. Returns Requested*	INTERNAL USE ONLY:	
						Quantity Approved	RMA #
SIGNATURE (required):		By signing this form you are confirming that you received authorization from XanEdu to return the approved quantity listed on this form.					
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 - This policy is in effect for all orders that have a First Day of Class date 7/10/06 or later

XanEdu provides **100% returns** privileges for unsold CoursePacks. The following stipulations 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. Front covers only may be returned as evidence of unsold print CoursePacks. Digital access key packages must be returned in their original shipped condition, with shrink-wrap intact.
- Whenever possible, all returns for a CoursePack (CPID) should be processed with a single RMA and shipment. XanEdu will only accept up to two returns per CPID, per semester/term, up to the enrollment or approved purchase order quantity.
- 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.
- XanEdu's returns privileges are a benefit offered to customers in good standing. If a customer's rate of returns meaningfully exceeds industry and XanEdu trends, XanEdu will work collaboratively to reduce overages. In these situations, XanEdu may adjust initial order quantities, limit the number of approved returned goods, charge an administrative fee, or make other modifications to this policy as needed.

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: In early 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. Contact XanEdu at **800-562-2147** with any questions about a return or policy.

* **Required Field – TO BE COMPLETED BY CUSTOMER** Additional fields available on p. 1. If request exceeds lines provided, supplemental pages can be provided upon request.

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	Qty. Returns Requested*	INTERNAL USE ONLY:	
						Qty Approved	RMA #