

Returning a Book or Product

We appreciate your business and strive to always meet or exceed your expectations with all of our products and services. If you are not completely satisfied, please contact Accounts Receivable within **30 days** to arrange a refund or credit. Authors purchasing books for events will have sixty (60) days from the date of purchase to return books.

Hours: 8:00 am to 12:00 pm Pacific Time (Monday–Friday)

Phone: 800-368-6868 Ext 167 or Press 4 at the main menu

Email: AccountsReceivable@abc-clio.com

Return Policy

If you wish to return all or part of an order, please contact Accounts Receivable for a Return Authorization (RA) Number. **Note: Returns will not be accepted without a RA Number.**

All returns must be clean, unmarked, and in saleable condition; and returned within thirty (30) days of the original invoice date. Returns will be credited to your account at the original invoice price when received in saleable condition. Books that are returned in damaged condition will be destroyed and no credit will be issued.

All damage or defective book claims must be made within thirty (30) days of the original invoice date.

Return Authorization Procedures

Returns must be sent to our warehouse in Michigan (shipping labels will be provided with your RA number). Any returns sent to our Santa Barbara, CA, office will be refused. All returns must be accompanied by a RA number.

Instructions for Preparing Print Products for Return Shipment

- Completely wrap book with clean paper or plastic (newsprint damages books and is not recommended).
- Use suitable boxes with adequate packing materials (jiffy bags or padded envelopes are not recommended). Fill the box with enough packing material to prevent crushing of the box or contents.
- Enclose original invoice or packing slip, contact person's name, and fax number with returned items.
- Make sure the box is sealed securely.
- Affix the ABC-CLIO Return Authorization (RA) number label to the outside of box. Returns received without a RA number label will be refused.
- Return shipment should be sent by via tracking carrier with signed proof of delivery in the event of loss. Returns made via USPS will be the responsibility of the shipper if the shipment is lost in transit.

Any books that come back damaged as a result of return shipping will not be credited to your account. The warehouse will destroy them.

Thank you for complying with the above instructions to ensure proper credit for your return.