



ASA-CSSA-SSSA Return Policy

Effective 6-1-05

ASA-CSSA-SSSA is happy to issue replacements, credits, or refunds according to the following policies. Contact our order department (email: books@sciencesocieties.org; fax: 608/273-2021; phone: 608/273-8080) to initiate a return. Please provide your customer number and/or invoice number. A Returned Goods Authorization form, clearly identifying the reason for the return will be sent to you. Please include a copy of this form with the book(s) you are returning. *All returns must be pre-approved by our customer service department.*

Damage

Items damaged in shipment or defective items will be replaced, not refunded. Please notify the order department immediately upon receipt of a damaged item to receive a replacement. Note the type of damage or defect. The damaged books need to be returned. We will accept claims for damaged items during the first 60 days for U.S. orders, or 90 days for international orders.

Book Returns

Items to be returned must be in condition to be sold as new. They must not have stickers, be marked in any way, or have damaged bindings. Returned books must be received during the first 60 days for U.S. orders, or 90 days for international orders.

Multimedia Returns

Multimedia returns are only accepted for damaged or defective items. Please notify the order department immediately upon receipt of a damaged item to receive a replacement. Refunds for multimedia are not issued. Note the type of damage or defect. We will accept returns received during the first 60 days for U.S. orders, or 90 days for international orders.

Apparel Returns

ASA-CSSA-SSSA and CCA apparel that has not been worn, washed, or damaged by the purchaser may be returned for reimbursement or exchange. We will accept returns received during the first 60 days for U.S. orders, or 90 days for international orders.

Bookseller Returns

Booksellers must obtain permission for all returns. Items to be returned must be in condition to be sold as new. They must not have stickers, be marked in any way, or have damaged bindings. Bookseller returns of multimedia are not accepted. Only returns received within 6 months of the date of invoice will be accepted. The bookseller's request and the Societies' permission to return must be in written form. A return handling fee of \$20.00 minimum or 15% of the total value, whichever is greater, will be charged for each return. Bookseller returns of less than \$20.00 are not accepted.

Credits and Refunds

Shipping charges are not refundable. After approval of a return, a credit or refund will be issued when the returned items are received. If the invoice listing the returned item is still open, a credit will be applied to that invoice. If the invoice has been paid, a refund will be issued. Returns will be refunded in the form of the original payment method. **Do not attempt to take a credit against a different invoice.**