



Dear Retailer,

Thank you for showing an interest in our title and taking the time to review this information. This title is returnable, which means there is no risk to you! We receive questions regarding our returnability program and have addressed a few of the most frequently asked questions below. If you still have concerns after reviewing this material, please feel free to contact us at the AuthorHouse Book Order Department at (888)-280-7715.

How long do I have to return the books once they are purchased?

You will have 180 days from the date of the sale to return the books.

Will the refund be for the full amount of the books?

Yes. You will receive a refund for the total amount you paid for the books that are returned. This does not include shipping costs.

How are the refunds processed?

All refunds will be paid via check. Refunds are processed monthly.

Can I return titles that were not returnable when I purchased them, but now show as returnable?

No. The title must be returnable at the time of purchase to make the return possible.

How do I return the books?

If you would like to return books, contact the AuthorHouse Book Order Hotline at (888)-280-7715 for details.

What if my system is listing this title as “not returnable”?

If you are receiving this letter, then this title is returnable. Occasionally the various distribution channels are not on-line with real-time data. Attached to this letter, you will find a copy of Ingram’s iPage for additional verification. If you would like further confirmation, call AuthorHouse at (888)-280-7715 or Ingram Customer Service at (800)-937-8200.

Again, thank you for your time!

Sincerely,
AuthorHouse Book Orders Department

1663 Liberty Drive, Suite 200
Bloomington, IN 47403

800.839.8640 US Toll Free
812.339.6000 International
812.339.6554 Fax

www.authorhouse.com