

ELSEVIER RETURN POLICY (U.S.)

Returns accepted on product purchased directly from Elsevier only.

Returns are permitted any time during the life of edition, but must be received within 90 days following the publication of a new edition.

OUT OF PRINT titles must be received within 90 days following the out of print date. Titles going out of print are announced 90 days prior to the out of print date in VirtualE News.

A packing list with the Elsevier invoice number and date of purchase or a copy of the original invoice must accompany each return. If a multiple carton return, please indicate the location of the shipping documents on the outside of the carton and the number of cartons in the shipment.

Custom Products:

a) No more than 15% of customized (altered) products may be returned.

b) Returns of custom sets, even if shrink wrap is broken, of two or more unaltered products are permitted anytime during the life of the edition as long as an equal number of all components are returned, and the shipment is received within 90 days following publication of any or all components of the set.

Products must be new, unmarked, and packaged to insure receipt in condition suitable for resale.

Products with manufacturing defects are accepted for return regardless of date purchased. Detail the defect on your packing slip.

Claims for product damaged in transit must be reported to Elsevier Customer Service within 60 days.

NO PRIOR AUTHORIZATION is required on returns received in conformance with the above instructions.

Product may be consolidated for return. Ship all returns, freight prepaid, via traceable method to the following warehouses for credit processing:

Elsevier

Linn Distribution Center
1799 Highway 50 East
Linn, MO 65051

CUSTOMER SERVICE CONTACTS

Phone: 800-545-2522

E-mail: firstinitial.lastname@elsevier.com (example: m.grewe@elsevier.com)

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***Please mark all correspondence and orders to Customer Service**