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Making Returns

The following information is provided to ensure prompt handling of your return. All product returns require prior authorization. Please contact Bookazine's Customer Service department at 1.800.221.8112 or email customerservice@bookazine.com for a Return Authorization Number. All claims must be made within 45 days from the date of invoice.

When requesting a Return Authorization Number, please have the following information available:

- Account number
- Reason for the claim / return
- Action being requested (replacement of product or credit to your account)

When returning product, please note the Return Authorization Number on each carton. All cartons in the same return shipment must be sequentially numbered (i.e. 1/3, 2/3, etc.). Please retain your tracking information on returns shipped until credited to your account. Products incorrectly shipped by Bookazine may be returned with authorization within 45 days of the product's date of invoice. Defective products may be returned with prior authorization within six months of the product's date of invoice.

All returns should be sent to:

Bookazine Co. Inc.

Returns Department

75 Hook Rd.

Bayonne NJ 07002

For damaged product which resulted from damaged cartons, please hold the product and save the carton for carrier inspection. If the damage is visible at the time of delivery, bring it to the carrier's attention and contact Customer Service for instructions.

Prior to claiming a shortage, please ensure you have received all cartons of a shipment. Cartons you have signed for as received from the carrier are not claimable as shortages. Please double-check your invoice or packing list before claiming a shortage.

Bookazine will not accept returns of books not purchased from Bookazine, damaged or stickered books, or books declared out of print by the publisher. All returns not in conformity with the above policy will be returned to the customer, at the customer's expense.