

RESELLERS RETURN POLICY

OVERSTOCK MERCHANDISE

1. No permission needed to return any books or audio/visual materials after 90 days or before 2 years after invoice date. Returns of booklets or returns that are fewer than 90 days old or more than 2 years old need to be approved by the IVP Sales Department. This does not apply to books purchased for an author appearance.
2. You may return any books, booklets, or audio/visual materials purchased directly from InterVarsity Press that are listed as for sale on our website. Titles listed in the "Out of Print" flyer may be returned during the dates marked on that order form. No other out-of-print or discontinued titles are returnable.
3. Material that arrives at our returns facility damaged will be credited at 30% of retail.
4. Product must be returned in clean, saleable condition, free of labels or dealer's marks. IVP reserves the right to consider labeled items as damaged and to reduce credit accordingly. Boxed sets must be in shrink wrap. Audio/visual materials must be unopened and in original packaging.
5. Product must be packed securely. If returning more than one carton, please mark each "#1 of 2," "#2 of 2," etc., and place the packing slip in carton #1. Please do not send cartons that weigh more than 40 pounds as larger cartons tend to increase damage in shipping.

INCORRECT OR DAMAGED MERCHANDISE RECEIVED FROM INTERVARSITY PRESS

1. Please return or notify InterVarsity Press within 30 days of invoice date. If you return a product, include a packing slip indicating the nature of the defect and whether you prefer full credit or a replacement product.
2. If you do not receive your order, please notify InterVarsity Press within 30 days of invoice date so we can file a claim with the shipping company.

SHIP ALL RETURNS PREPAID TO:

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