

# Elsevier Returns Policy for US/Canada resellers, booksellers and individuals

All Returns Send To: Linn Distribution Center, 1799 Highway 50 East, Linn, MO 65051

## Returns: US/Canada Resellers and Booksellers

All returns to Elsevier must meet all of the following applicable criteria.

1. Preauthorization. Before making any return a request for authorization must be made by contacting Elsevier Customer Service at [ReturnsAuthorization@elsevier.com](mailto>ReturnsAuthorization@elsevier.com). To be considered for approval your intended return must meet the requirements listed below. If approval is granted a copy of the authorization must be included in each carton. To submit for preauthorization please include in your email:
  - a. Account number
  - b. Invoice reference
  - c. ISBN (s)
  - d. Quantity of each ISBN
2. Product returns are only accepted for Product(s) purchased directly from Elsevier for a period of fifteen (15) months after the date of purchase with proper invoice information; otherwise Products will be credited at fifty percent (50%) of the invoice referenced purchase price.
3. A packing list referencing the Elsevier invoice number or a copy of the original invoice-must be included with each return. If the customer does not reference the original invoice, zero credit will be issued.
4. Elsevier Product(s) must be new, unmarked and packaged to ensure receipt in a condition suitable for new product resale.
5. Out of print titles must be received within 90 days following the out of print date. Product titles going out of print are announced 90 days prior to the out of print date on <http://www.virtuale.elsevier.com> under the VirtualE! News tab.
6. When making a multiple carton return, please include the packing list information referencing the Elsevier invoice in each carton and mark the outside of each carton in the shipment and the total number of cartons in the shipment. (Example: "1/4", "2/4", "3/4", etc.)
7. Products may be consolidated for return. All products must be returned freight prepaid via a traceable method.
8. Claims for Products damaged in transit and order shortages must be reported to Elsevier within sixty (60) days.
9. In case of dispute of delivery or receipt of the return shipment, the Distributor's carrier must be able to provide a dated, named and signed document as proof that the return has been delivered to and received by the warehouse.
10. The terms of this Returns Policy cannot be modified without a mutually signed amendment to this Agreement.
11. Non-compliance with the Returns Policy may lead to return of products to the Distributor at the Distributor's expense or result in a zero credit amount.
12. Non-US editions cannot be returned to the US warehouse in Linn, Missouri and any such return will result in zero credit.

## Returns - Individuals:

1. Returns accepted on product purchased directly from Elsevier only.
2. Customers may return product 30 days past the invoice date.
3. A copy of the original Elsevier invoice must accompany each return.
4. Products must be new, unmarked and packaged to insure receipt in condition suitable for resale.
5. Products with manufacturing defects are accepted for return regardless of date purchased.
6. Claims for product damaged in transit must be reported to Elsevier within 60 days.
7. Ship all returns, freight prepaid via traceable method. Airborne, UPS, Federal Express. United States Postal Service is not a traceable shipping method.