

# THREE • C • PUBLISHING • COMPANY

5104 Abbey Glen Drive  
Flower Mound, Texas 75028  
www.threecpublishing.com

(972) 410-2915  
(972) 899-0887 fax  
e-mail: info@threecpublishing.com

## Book Return Policy

Approval is required before returning any books within 10 days of receipt. Books may only be returned for a credit towards future purchases. Please do not return any books until you have received a Return Authorization (RA#) number. Return requests must be submitted in writing and mailed to THREE C PUBLISHING COMPANY, RA# Request, 5104 Abbey Glen, Flower Mound, TX 75028; or faxed to 972-899-0887; or emailed to info@threecpublishing.com.

Before returning a book, please keep the following in mind:

**BOOKS DAMAGED IN TRANSIT ARE NOT THE RESPONSIBILITY OF THE PUBLISHER.** Please make a claim with UPS or the USPS.

Any book returned must be in new and sellable condition (undamaged and in original shrink-wrap). There may be no stamps, marks, stickers, etc., in/on the book.

There is a 20% restocking fee for each returned book.

Books returned to us without a RA# will not be accepted for return credit and will be returned to the customer upon request, at the customer's expense. Requests must be made within thirty days of issuance of THREE C PUBLISHING COMPANY "Not Eligible for credit" notice.

Special Sale or promotional books are not returnable.

Shrink-wrapped items that have been unwrapped are not returnable.

Videotapes, audiotapes, CD's, DVD's are non-returnable.

Customer is responsible for return postage / shipping. Returns must be shipped via an insured carrier. We suggest using UPS to ship your package. Call 1 800-PICKUPS(742-5877) to find a UPS location near you.

## Three C Publishing Company

6/10/2005

If the above requirements are met, then the book(s) may be shipped back to us for credit.

### Return Shipping Instructions:

It is the customer's responsibility to wrap the book in a protective manner.

Shipping costs and tracking are the responsibility of the customer.

Books must be returned by a traceable method (i.e., UPS, FedEx, DHL, RPS). The customer is responsible for the returns shipment until we receive it.

The RA# must be clearly written on the outside packaging.

Returned books must be shipped to THREE C PUBLISHING COMPANY; RA# (insert number), 5104 Abbey Glen, Flower Mound, TX 75028, USA

We suggest that you wrap the book in the same material you received in. There are two important steps in successful book packaging: Keep it clean and immobilize it.

### Damaged / Defective Books

1. Defective / damaged books must be returned within 10 days for credit or replacement.
2. In this instance, shipping will be paid by us. There will be no restocking fee.
3. You must call the office first for instructions on how to return damaged / defective books.

Questions? Contact Douglas Crewse, Publisher at [info@threecpublishing.com](mailto:info@threecpublishing.com).

Please retain a copy of this policy for your records.