



LBI's Customer Return Policy

Material purchased from Library Bound Inc. may be returned for a full credit or a no charge replacement, where these conditions are satisfied:

Procedure

- Material must have an original production defect.
- Material is incorrect or duplicated due to an error by LBI.
- Material must be in the form that it was supplied by LBI.

Examples:

- ✓ *If a book's spine is cracking, it may be returned to LBI.*
 - ✓ *If a book is missing pages, it may be returned to LBI.*
 - ✓ *If a DVD/CD/Audio book set is missing a disc or has duplicated discs (i.e. two of disc 2 and no disc 3), it may be returned to LBI.*
 - ✓ *If the material has different processing than the agreed upon specifications, it may be returned to LBI.*
 - ✓ *If a DVD/CD/Audio book arrives scratched from LBI, it may be returned.*
 - ✗ *Duplicate orders placed by the Library can not be returned to LBI due to Publisher return policies.*
 - ✗ *A DVD/CD/Audio book that is scratched by a customer's machine can not be returned to our vendors; therefore LBI is unable to accept this type of return.*
 - ✗ *Material that is damaged from customer neglect can not be returned to LBI.*
- Returns must be made within 90 days of the invoice date.
 - Authorization must be requested to return product that is cancelled by the Library.

Exceptions

- For items with an original production defect that is found after 90 days of the invoice date or for uncertain claims, a request for Return Authorization is needed.
- All exceptions must be received at LBI within 10 months of the invoice date, allowing time for LBI to return the defective material to our vendors within our terms.

Credits

- LBI will issue a credit for all accepted claim reports within a timely manner. Do not claim a credit or short pay any invoice until LBI has issued the appropriate credit.