

Return Policies

For material shipped FOB Shipping point – Dealer requests Walch ship via the Dealer’s specified carrier

If you direct Walch to use your own freight company and you pay the carrier, then FOB shipping point applies and you should file a freight claim with your carrier for lost or damaged goods. Unfortunately, Walch is not able to file a claim on your behalf or replace books free of charge for damage caused by the Dealer’s carrier.

For material shipped FOB destination – Walch ships by Walch’s designated carrier and bills you the charges.

If any part of your order arrives damaged or defective, please call Customer Service at 800-341-6094 to have the books replaced or your account credited. Walch will file a freight claim for the damaged material. Damaged books must be replaced within 30 days of order placed.

Other types of returns:

If you wish to return material for any reason you must have **pre-authorization** from your Dealer Customer Service Representative. **No unauthorized returns will be accepted.** In order to receive credit for your return, you must provide Walch with all purchase order and invoice numbers that apply to the items you wish to return.

A 15% restocking fee will be charged to your account for all returned items.

- Returns may be accepted (upon pre-authorization) within 60 days from the date of invoice. Return requests more than 60 days after the sale date may be authorized and will be subject to a 50% restocking charge.
- Returned books must be in **salable** condition to receive credit. No credit will be given for books that are damaged (scuffed covers, bent cover or pages, had stickers on them, written on, or any other damage, as determined by Walch, that renders the book non-saleable).
- Discontinued stock cannot be returned.
- Policies, prices, and discounts are subject to change without notice.