

Harvest House Publishers Returns Policy

Terms:

1. Return authorization is not required. Product must be returned in clean, salable condition, free of all store labels and stickers. DVD and Audio products must be in original packaging.
2. Accounts supplying invoice numbers will receive full credit on returns in salable condition. Product returned without an invoice number will receive based on purchase history.
3. **New release titles** are non-returnable until ninety (90) days after original invoice date.
4. **Out of Print product** must be returned within twelve months of the out of print date to receive credit.
5. **Non-returnable products** purchased by special offers (e.g., stock reduction sales, closeout specials, super sales, print on demand) are non-returnable.
6. Returns should be shipped “prepaid” to the following address:

**Harvest House RETURNS
c/o RR Donnelley
677 Brighton Beach Rd
Menasha, WI 54952**

7. Product must be free from damage and packed securely. Boxes must not exceed 50lbs and empty space should be filled with packing to prevent damage during shipping. Each carton of returned product should contain an itemized list of the contents. When returning more than one box, please mark “1 of 3”, “2 of 3”, “3 of 3”, etc. Return product via UPS, FedEx ground, or some other traceable means.
8. Returns are processed as they are received. Please allow four – six weeks for credit to be issued to your account.
9. Harvest House Publishers reserves the right to not issue credit nor ship back any ineligible returned items, including other suppliers’ products sent to us in error.

This policy is effective December 1, 2015, superseding all prior issued policies. Harvest House Publishers may modify or terminate this policy at any time.



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