

Return & Exchange Policy IPNRC

Returns:

If not satisfied with your purchase, the IPNRC will accept returns of new books in their original condition.

- The resource must be returned in their original condition within 30 days of the shipment date on the packing slip that accompanied the material.
- All returns must include a copy of the packing slip along with a note stating the reason for the return, your name, address, email address, and phone number.

Exchange:

- If materials have arrived damaged or faulty, make a note of the problem and return for an even exchange.
- Include a copy of the original packing slip and your shipping information to aid processing.

Non-Returnable Items:

- Any item that is not in their original condition
- Any item with missing pages, broken binding, or stray markings
- Clothing
- CDs and DVDs

Note:

- Shipping charges are not refundable
- Refunds will be made one of two ways depending on how it was purchased:
 - Credit Card – applied as credit to the credit card used for the purchase
 - Check – offered as a 'store' credit for future purchases (this due to the lengthy process required to issue a return check)