

Trade Returns Policy: (This policy applies to only trade customers.)

2015 - In an effort to simplify and expedite the accurate processing of your returns and to ensure you receive credit due in a timely manner, Standard Publishing requires a Return Authorization (RA) reference number be assigned on all products prior to the return of the products to Standard Publishing for credit. All products must be returned in clean, saleable condition. Reasonable level of shop-worn damage product will be accepted. Product damaged due to inadequate packing will not be issued credit and the product will not be returned to the customer. Product returned that is not Standard Publishing product will not be given credit or returned to the customer. **Products may be returned for credit after 90 days from the invoice date and within one year of purchase. The product must be in print and listed on our current Core Product Order Form found on our website. Out-of-print titles are returnable for up to six months after being declared out of print.** However, after six months, the product is not returnable. **Product must be purchased directly from Standard Publishing. If you purchased additional product from other suppliers, such as a distributor, that product must be returned directly to that supplier under their guidelines.**

Certain dated products may have time limits on if and when the product may be returned.

- **Standard Lesson Commentary:** return by last business day in April of release year
- **Vacation Bible School:** Last business day in August of VBS year
- **Dated Curriculum:** Product received for credit by the 15th of the month of start of quarter for 100% credit
- **End of quarter (EOQ) curriculum returns:** Up to a maximum of 10% of net sales of initial stock order only per location (less early returns) for trade only. (Only EOQ form is completed and submitted. Product not physically returned, NO RA needed)

EOQ timeline

- Fall Quarter - (Sept., Oct. Nov.)
- **Due November 15**
- Winter Quarter - (Dec., Jan., Feb.)
- **Due February 15**
- Spring Quarter - (Mar., Apr., May)
- **Due May 15**
- Summer Quarter - (June, July Aug.) **Due August 15**

- Please refer to www.standardpub.com for our EOQ form under retailer support.
- If you require a **specific reference** number to be used for your accounting team to process the credit, that number **MUST BE** provided on the form at the time it's submitted.
- Any EOQ form received without your **required** reference number will not be processed and credit denied.

What is reasonable shop worn?

Reasonable shop worn is defined as product that is tarnished, frayed, faded, or otherwise defective from being on display in a store. Returns of product being bent or with ripped corners due to inadequate packing is not eligible for credit. Credit will not be issued and product not returned.

To get a Return Authorization (RA):

1. You may use our [Return Authorization Form](#) for all returns and submit to us electronically. The form can be found at www.standardpub.com
2. Use our form *or your own* and fax in your request to 877-867-5751
3. Email your request to: CustomerService@standardpub.com
4. Contact Customer Service directly at 800-543-1353

How do I return my product?

Please ensure product does not have sticker or sticker residue, marks or scuffs. This includes your specific store's price stickers. Pack items in a sturdy box using packing materials to keep the product secure.

Remove or black out any old shipping labels, including the original shipping barcode, from the outside of the shipping container. **Product must be returned inside a box with packing materials.**

Please do not put shipping labels directly on the product to be returned. **Always include a packing slip.** You may find a downloadable **RETURN PACKING SLIP** online at www.standardpub.com which may be used on a separate sheet of paper please include the following information:

- **RA number is visibly marked on outside of each box.**
- Account number
- **If you require a specific number for accounting purposes that number must be provided.**
- Store name and contact
- Ship to and Bill to Addresses
- City, State, ZIP
- Telephone Number
- **Item #'s and quantities of products are required**
- For multiple boxes, please mark on the outside of each box 1 of 3, 2 of 3, 3 of 3...
- Please package same titles together.
- Product must be returned via a shipping carrier that provides a tracking method as you are

responsible for the product until it is delivered and signed for at Standard Publishing. **Your tracking number through your carrier is your delivery verification.**

- Individual boxes must weigh less than **55 pounds** each or will be refused at delivery. All returns should be sent to:
**STANDARD PUBLISHING
 DISTRIBUTION CENTER
 Attn: Returns
 9251B Meridian Way
 West Chester, OH 45069**

Damaged or Defective Product

If you receive your order with damaged or defective product or there are any issues with the order, please contact Customer Service immediately at 800-543-1353. The Customer Service Representative (CSR) handling the call may issue credit without having the product returned or may send you a replacement. If the product needs to be returned, the CSR may coordinate having the product picked up and returned to Standard Publishing at our expense if appropriate. If a product is shipped due to Standard Publishing's error, please contact Customer Service immediately.

Any Shortage or Overage

If your order has a shortage or overage, please report to us within 30 days. If not reported within 30 days, credit or replacements will not be issued.

Standard Publishing wants to partner with you.

Therefore, returns with an appropriate RA reference number that follow these established guidelines will be processed **before** any return that does follow the established guidelines. **Please note, choosing to not partner with Standard Publishing to efficiently process your returns may significantly delay the issuing of credit to your account.** Any return with exceptions such as but not limited to missing product or out of print product will delay the processing of your return. *****Please note, on denied credit requests, Standard Publishing will not return the product to you.**

Any return received without a valid RA reference number will be refused and returned to you without credit. Any exception to this policy must be negotiated with Standard Publishing in writing and in advance.

For questions please contact us:

- 800-543-1353
- customerservice@standardpub.com
- Fax: 877-867-5751

REQUIRED: RA# MUST BE VISIBLY MARKED ON THE OUTSIDE OF EACH BOX OR RETURN WILL BE REFUSED