



International Book Import Service, Inc.

PO Box 8188, 161 Main Street

Lynchburg, TN 37352 USA

Ph: 800-277-4247 or 931-759-7400

Fax: 866-277-2722 or 931-759-7555

COLLEGE BOOKSTORE RETURN POLICY

IBIS will accept overstock returns from college bookstores under these conditions:

- **10% restocking fee will be assessed.**
- **Items must be within 365 days of invoice date.**
- **Items must be in new condition.**
- **Items must be returnable. (For any non-returnable item, customers will be informed at the time of order, and the item will be listed as “NON-RET” on our invoice.)**
- **Authorization is not necessary, but any item returned damaged, any non-returnable item, and any item over 365 days will be returned to the customer at the customer’s expense. You may call or fax a list to IBIS for authorization if you are unsure of returnability.**
- **Customer pays for the return shipping.**
- **A credit memo will be issued for the returned items less the restocking fee and any other applicable charges that will be noted.**
- **A cash refund is available upon request.**

Return address for all carriers except US Postal Service:

**IBIS
Attn: Returns Dept.
161 Main Street
Lynchburg, TN 37352 USA**

Return address for US Postal Service ONLY:

**IBIS
Attn: Returns Dept.
PO Box 8188
Lynchburg, TN 37352 USA**

***IBIS is not responsible for a customer’s return until it reaches our warehouse.**