

## Gom Publishing's Retail Returns Policy

You may return most items sold by Gom Publishing within 30 days of delivery for a full refund.

We'll also pay the return shipping cost if the return is a result of our error. Please note that we are unable to exchange items (unless you received a damaged, defective, or incorrect item).

We cannot accept returns of certain items, including

- Any item that is returned more than 30 days after delivery.
- Any eBook. (However, if you are having technical difficulties, please call Technical Support.)
- Any CD, DVD, VHS tape, software, video game, cassette tape, or vinyl record that has been opened (taken out of its plastic wrap).
- Any item that is not in its original condition, is damaged, or is missing parts.

Return all merchandise and required forms to

Gom Publishing LLC  
Attn: Returns Department  
4801 Roberts Rd, Ste P  
Columbus. OH 43228

Notes:

- A proof of purchase (packing list, copy of your credit card receipt, etc.).
- Large quantity orders—25 or more of the same item—may not be returned.
- If the original order was paid for by credit card, the refund will be credited to the same card within seven (7) business days after Gom Publishing receives the returned merchandise.
- If the original order was paid for by check, a refund check will be mailed within 14 business days after Gom Publishing receives the returned merchandise.
- This policy may be changed at any time without notice by Gom Publishing.