

Gom Publishing's Wholesale Returns Policy

1. Customers may only return items purchased directly from Gom Publishing.
2. **Prior permission** is not required as long as items are listed on the current order form, are in salable condition, and/or returned within six months of the invoice date. Invoice number and date information must be provided. Returns received without an invoice number will be credited at the last recorded purchase price and discount. Product returned without sales history will be credited back at 55% off the retail price.
3. **New titles** can not be returned until 90 days after the purchase date.
4. **Full credit** will be issued for returned books that are shopworn (e.g., fading or curling covers, yellowed pages, dirt or smudges from shelf use, or slightly bent covers) *due to the bookseller's efforts to sell the product*. Gom Publishing will also issue full credits on hardcover books with damaged dust jackets that can be replaced.
5. **Damaged and/or defective** product received at your location may be returned for credit or replacement within six months from the invoice date.
6. Credit will not be issued for out-of-print product received after six months from the invoice date.
7. Videocassettes, audiocassettes, and gift set products may be returned if unopened.
8. Non-returnable (NR) products include non-book specialty items (e.g., calendars, gift sets) and specialty books (e.g., scrapbooks). NR products are not returnable unless defective. For your convenience, each NR product in our product list is marked with an NR next to the title in the book and gift section of our complete order form.
9. 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. Product must be packed well, free from damaged, and in salable condition. We suggest you return using UPS or FedEx.
10. All shipping costs are your responsibility.
11. Products purchased by special offers (e.g., stock reduction sales, closeout specials, super sales) are not returnable.