

Rittenhouse Returns Policy

Over Supply Returns:

- As is industry standard, Rittenhouse allows our customers to return over stocked books for credit, except in instances where the title is purchased on a non-returnable basis which is indicated at the point of purchase and on the invoice.
- All returns must be processed within 12 months of original shipment, in saleable condition and must be in-print edition. Rittenhouse does not accept out-of-print items. Recall reports are available in your account profile.
- Please carefully package all return shipments. Rittenhouse cannot be held accountable for books damaged in transit to our warehouse from your store. Rittenhouse cannot accept damaged books and/or issue a credit for these books. The carrier should be held responsible for books that are damaged in transit from you to the Rittenhouse warehouse and the books will be returned to your store.
- All returns must be accompanied by original invoice information.
- We ask that all customers order in quantities that are expected to be reasonably sold within 90 days from the order. Rittenhouse provides Bin & Hold services to reduce initial order quantities shipped.
- Over Supply Returns is a very expensive undertaking for both Rittenhouse and retail stores. Properly forecasting new book needs before a semester should alleviate the need to have returns in excess of 30%.

Damages:

- **Report all damages to Customer Service within 72 hours of receipt.**
- Keep possession of the carton in case a carrier claim and inspection are required. Even if the carton appears untouched.
- Provide a description of the type of damage that occurred. For example: bent corners, torn pages etc.
- **If you are making a damage claim, send photos of the box and any damaged books to Customer Service at the email address below.**
- Confirm if replacements are needed.
- Call tag will be emailed if the damage was not carrier related.
- **Report the damage immediately by emailing customer.service@rittenhouse.com .**

Shortage:

- **Report all shortages to Customer Service within 72 hours of receipt.**
- Please be sure to check all cartons received.
- Keep possession of the carton in case of carrier fallout. Even if the carton appears untouched.
- Check your invoice to make sure the item missing is not listed as backordered.
- Weigh the box of books and provide us with the weight of the box received.
- **Report the shortage immediately by emailing customer.service@rittenhouse.com**