

# Returns Procedures

- ❖ Call 952-881-1098 Monday through Friday from 9:00 am to 4:00 pm CST for a **Returned Goods Authorization (RGA) form** from Jill Lindman, Bookstore Manager.
  - When you receive the form, fill in the form and ship the item to EEBA.
    - The customer pays for all return shipping expenses.
      - Items must be returned **within 30 days** of receiving the **RGA form**.
- ❖ If you receive books as a result of EEBA error, we will pay for the return shipping expense and no restocking fee will be applied.
- ❖ For all returns, once merchandise has been received, inspected and confirmed to be in resalable condition, your account will be **credited** for the returned merchandise minus the required restocking fee (see chart below) minus the original shipping fees.
  - Credits will not be issued for items received in non-resalable condition.
- ❖ Credits for returns are issued only to **original** purchaser.
- ❖ Damaged or short shipments should be reported within **5 days of receipt**.

**For applicable restocking fees consult the information below:**

<b>Days Elapsed</b>	<b>Restocking Fee</b>	<b>Notes:</b>
Under 30 days	No Fee	If shipped UPS
30-60 days	25% of all returned items	
61-90 days	50% of all returned items	
<b>After 90 days</b>	<b>Sorry, no returns will be accepted</b>	