Raven Tree Press Return Policy

Our books are returnable. If a title isn't moving in your market, we want to get it back before a new edition makes it obsolete. Please return between invoice date and 182 day when possible. We will accept the book for return after the six month period if it is saleable condition and the book is still in print.

Return permission must be requested so that we may issue detailed packing and shipping instructions. Please use the authorization form prior to any return.

Notice of shortage or nonreceipt must be made within 30 days of the shipping invoice date for domestic shipments and 60 days for foreign shipments.

Books damaged in transit are not the responsibility of the publisher. Please make the claim to the carrier.

Returns must be accompanied by your packing slip listing quantity, title, author, original invoice number and invoice date. A copy of the invoice is preferred. Books with this information provided will be credited 100 percent of invoice price, less shipping. A credit memo will be issued toward future purchases, unless otherwise requested.

For refunds, returned books must arrive in resalable condition. If they are not resalable, please do not return them to save your time and postage.

Authorization Request for Return
RAVEN TREE PRESS

Contact Person: _____
Company Name: _____
Company Address: _____
_____
Phone: _____ Fax: _____
Email: _____

Quantity to be returned: _____
Reason for Return: _____

Attached copy of original invoice with this request. An authorization code and shipping instructions will be sent within 48 hours.

Raven Tree Press
1400 Miller Parkway
Mc Henry, IL 60050
Phone: 877-256-0579
Fax: 800-909-9901