

Academic Media Solutions Bookstore Policy – 2022/2023

Academic Media Solutions is a digital and print-on-demand publisher. Since 2012 we've carried out our mission of providing high-quality textbooks at affordable prices. We recognized early on the value of digital textbooks as an alternative, efficient, and affordable way to meet the instructor and student needs. Presently, Academic Media Solutions' flexible and adaptable business model allows us to improve upon the sustainability practices we already employ. Given the current level of uncertainty and transition in higher education surrounding COVID-19 disease, we believe this is more important than ever.

Here's what we're doing in response to the COVID-19 pandemic.

- We have a new, local fulfillment partner offering our customers more efficient print-on-demand production, improved print quality, and faster shipping and delivery.
- We continue to improve and expand our e-platform content.
- We continue to have a strong brand following and experience a high rate of repeat customers in the form of Faculty adopters.
- We recommitted ourselves to sustainability by providing print on demand for all orders. All print copies are considered custom as we do not preprint or stock inventory. All print copies are printed specifically for your order at the time you place it. Please order accordingly. It helps keep costs down for all of us.
- Thank you for partnering with us to improve sustainability in our industry.

Orders:

✓ All orders and general questions/inquiries concerning Academic Media Solutions titles, procedures, and policies should be directed to orders@academicmediasolutions.com. We monitor this email address 24/7 and will reply to you very quickly. You may also call customer service at 651-224-2976.

✓ All orders are prepaid before we ship. Prepayment can be made by check* or credit card (Visa, MasterCard, and American Express are accepted) by either contacting us at orders@academicmediasolutions.com or using our *Online Bookstore Ordering System* at our website at: <https://www.textbookmedia4bookstores.com/>

Please note there are multiple formats to choose from, and all books are print-on-demand. The full-color, black & white paperbacks and loose-leaf printed versions take up to 7 business days for delivery. *Ordering is as easy as 1,2,3...*

Step #1: Visit the bookstore ordering website at: <https://www.textbookmedia4bookstores.com/>

Step #2: Complete the registration process. Save the username (email address) and password for future visits.

Step #3: Select the title you need using our search functionality (Title, Author, ISBN, or key word), or by the category links. Once the title is selected, you'll see a variety of formats and the corresponding prices. Select the formats you want to order.

Please note: *Many students purchase their books directly from us, so most bookstores adjust their orders with that in mind, and only purchase enough to cover financial aid students and those without credit cards. We let our bookstore partners know so they don't get stuck with excess inventory, as the return policy stems from the print-on-demand system (See below).*

✓ Please provide your FedEx or UPS account number for shipping charges. If no account number is provided, we'll ship via FedEx Ground at actual cost plus handling charges of \$1 per unit (actual charge from the print-on-demand vendor).

✓ All quoted prices are net. Bookstores are free to apply a mark-up at their discretion.

Returns:

Academic Media Solutions will allow the preauthorized return of textbooks and other products subject to the conditions and limitations below:

- Only new, unused products are eligible for return.
- Prior authorization must be obtained for all returns, and an authorization number will be issued. The return shipping address will be given at that time. The authorization number must be marked on all boxes of returned goods, or the shipment will be refused at the shipper's expense.
- A credit memo will be issued upon receipt of authorized returned products. All credit memos can be used for future orders only. Textbook Media Press will apply for the requested credit after a new order is submitted. The amount of the applied credit memo cannot exceed the order dollar amount. Any unused credits after 12 months from the issue date will be forfeited by the customer. Credit memos are non-transferable.
- All physical products must be returned within 6 months of purchase and are subject to a **20% restocking fee**.
- All physical products are printed on demand and are subject to a **return limit of 20% of the original invoice order quantity**.
- We are not responsible for unauthorized and/or authorized returns shipped to the incorrect address. Returns must be shipped to the address on the return authorization form.
- Please note our returns address has changed. See the return authorization letter for the updated shipping address.

Please report damaged goods immediately to **orders@academicmediasolutions.com** for a claim and replacement order. Academic Media Solutions does not process claims for orders damaged during shipment. Please report any damages that occur during shipping to the shipper.

For any additional questions, please contact us at:

Karen Evans, Director of Bookstore Relations
Email: orders@academicmediasolutions.com
Phone: 651-224-2976