

Academic Media Solutions Bookstore Policy – 2016/2017

✓ 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 back to you very quickly.

✓ 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 use our *Online Bookstore Ordering System* at our website at: <http://academicmediasolutions.textbookmedia.com/Products/BookstoreBookList.aspx>

✓ 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 mark up at their discretion.

✓ All books and access cards are printed specifically for the order placed. Returns are subject to manufacturing fee of \$10 per item to cover print-on-demand costs. Products must be received back in **NEW** condition, and within 6 months of the purchase date. **All** stickers must be removed or an additional charge will be applied. Please do **NOT** send returns to address below. If you have a return, please let us know the details of the return request when ready and I'll let you know where to ship the books. All approved returned textbooks will be inspected by our customer service department to certify that they are in new condition. Any returned textbooks that are not in new condition when received by Academic Media Solutions will not be accepted for credited.

✓ Old edition returns must be received within 3 months of publication of new edition of that title (not the 6 months from purchase date).

✓ Please note that many students purchase directly from our website – this may affect the total needed in bookstore.

✓ Any books received that are damaged must be reported within 5 business days of receipt. Please send digital photos of damaged books and shipping box. Any shortages must also be reported within 5 business days of receipt.

*Checks should be made payable to **Textbook Media Press** (our authorized Distributor/Customer Service Group) and mailed to:

Academic Media Solutions - Customer Service Department
C/O Textbook Media Press
1808 Dayton Ave.
St. Paul, MN 55104

Returns should **NOT** be sent to this address.

Please contact us at orders@academicmediasolutions.com if returns are necessary and address for returns will be provided.