

National Council on Family Relations Returns Policy

Returns are only accepted for the following publications:

Family Life Education: The Practice of Family Science

Family Life Education: Integrating Theory and Practice

Claims: Products received damaged must be reported to NCFR within five days of delivery.

NCFR is a small publisher and therefore must implement the following returns policy. We appreciate your cooperation.

All returns must be authorized before a return will be accepted.

Please contact Susan Baker at 888-781-9331 ext. 2884 or via email at susanbaker@ncfr.org for pre-approval.

Unauthorized returns will be refused or shipped back at the customer's expense.

- 1) All outstanding invoices must be paid in full before returns will be accepted.
- 2) Only shrink-wrapped and undamaged books will be accepted for return.
- 3) NCFR will not be responsible for books damaged during return shipping.
- 4) Books must be returned within six months of the original order ship date.
- 5) NCFR will charge a 50% restocking fee. This fee will be subtracted from the refund.
- 6) Returns will be shipped at customer's expense. C.O.D. shipments will be refused. For your protection we recommend using a traceable shipping method or insured Parcel Post.

Authorized returns should be shipped to:

Attention: Book Return
National Council on Family Relations (NCFR)
661 LaSalle Street, Suite 200
Saint Paul, MN 55114

For further information or questions regarding returns or claims please contact Susan Baker at 888-781-9331 ext. 2884 or susanbaker@ncfr.org.