

National Council on Family Relations – Claims & Returns Policy

Print Materials, Posters, Pins and Other Products

Claims Policy

Claims: Products received damaged must be reported to NCFR within five (5) days after the product has been received. Call 763-781-9331 or email info@ncfr.org to report damaged products.

Returns Policy – Print Materials, Posters, Pins and Other Products

NCFR is a small publisher and therefore we are not able to accept returns on most of our publications. We will, however, accept returns of *Family Life Education: The Practice of Family Science* as long as the **Conditions of Return** (see below) are met. Note: A 50% restocking fee will be deducted from the refund and all shipping costs to return books are the responsibility of the purchaser. We appreciate your cooperation. **Returns are not accepted on any other NCFR print materials or products such as posters or pins.**

Conditions of Return

- 1) A Return Authorization must be requested within six months of the date on the packing slip.
- 2) All outstanding invoices must be paid in full before a return will be authorized.
- 3) Books must be returned to in the original shrink-wrapped packaging and be undamaged.
- 4) All shipping costs to return items must be paid by the purchaser. C.O.D. shipments will be refused. We strongly recommend using a traceable shipping method and insuring the return. NCFR will not be responsible for books damaged during return shipping.

Return Authorization Request – To be used for Print Publications ONLY

- To request Return authorization, complete the information below and email to info@ncfr.org or FAX to 763-781-9348
- NCFR will respond via email with either an authorization or explanation of why the return is not authorized.

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

Invoice # _____ Order # _____ Invoice Amount \$ _____

Date on Packing Slip _____ Date invoice was paid _____

Number of *Family Life Education: The Practice of Family Science* you would like to return: _____

I understand a 50% restocking fee will be deducted from the refund, that I must return the books at my own expense, and that all books being returned are undamaged and in the original shrink-wrapped packaging. Refund will be sent to the Bill To address on the invoice unless other instructions are provided.

Name of Return Requestor _____ Email _____

Signature of Purchaser _____ Date _____

OFFICE USE ONLY

Date Request Received _____ Date of NCFR Response _____ Authorized Yes No

Reason Authorization Denied (if applicable): _____

Date Books Received _____ Date of Reimbursement _____ Check # _____