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 # ________