

## BOOK RETURN AUTHORIZATION FOR INCREDIBLE FEATURES, INC.

1. **OUR BOOKS ARE RETURNABLE.** If the title isn't moving in your market, we want to get it back before a new edition makes it obsolete. Thank you for giving it a chance on your valuable shelf space. Our return period is between 90 DAYS AND ONE YEAR of the publisher's invoice date.

2. **RETURN PERMISSION MUST BE REQUESTED** so that we can issue detailed packing and shipping instructions. This is your authorization and the instructions are below.

3. **NOTICE OF SHORTAGE OR NON-RECEIPT** must be made within 15 days of the shipping/invoice date for domestic shipments, 45 days for foreign.

4. **BOOKS DAMAGED IN TRANSIT** are not the responsibility of the publisher. Please make claim to the carrier.

5. Returns must be accompanied by your packing slip listing **QUANTITY, TITLE, AUTHOR, ORIGINAL INVOICE NUMBER, and INVOICE DATE.** Books returned with this information will be credited with 100% of the invoice price minus shipping. Otherwise, it will be assumed that the original discount was 67%. Some books have been returned to us when they should have been directed to one of our wholesalers; books should be returned to their source.

6. **ROUTING:** Ship books via parcel post (book rate) prepaid or UPS prepaid to Incredible Features, Inc. 4910 1/4 McConnell Ave, Los Angeles, Ca 90066.

7. To qualify for a refund, returned books must arrive here in good **RESALEABLE CONDITION.** If they are not now resaleable, please don't bother to return them. If you are not willing to package them properly for the return trip, please don't waste your time and postage.

To package the books so that they will survive the trip, we suggest you wrap them the same way they were sent to you. There are two important steps in book packaging: Keep them clean and immobilize them. Place the stacked books in a plastic bag. This will separate the dirty newsprint and greasy peanuts from the book edges and will prevent grit from creeping between the covers. To keep the books from shifting (which causes scuffing), cut a shipping carton to the right size and stuff it loosely with padding.

Since it has been our experience that books shipped loose in oversize Jiffy bags always arrive scuffed, it is now our policy to simply **REFUSE** them at the post office so that they will be returned to the bookstore. **DO NOT USE JIFFY BAGS.**

8. A credit memo will be issued towards future purchases.