

**To make a payment:**

Kendall Hunt Publishing Company  
Attn: Accounts Receivable Department  
PO Box 1840  
Dubuque, IA 52004-1840

Phone: 800-338-8309  
Fax: 563-589-1237  
Email: ardept@kendallhunt.com

**To place your order:**

For Higher ED orders visit the [he.kendallhunt.com](http://he.kendallhunt.com), for K12 orders visit [k12.kendallhunt.com](http://k12.kendallhunt.com), or for Religious Pub visit [kendallhunt.com](http://kendallhunt.com)

**Call Customer Service Directly:**

800-228-0810  
563-589-1000  
Hours of operation: 7:30 a.m. - 5:00 p.m. Central Standard Time (Monday - Friday)

**Email: [orders@kendallhunt.com](mailto:orders@kendallhunt.com)**

FAX: 800-772-9165  
563-589-1046

MAIL: Kendall Hunt Publishing Company  
Attn: Customer Service Department  
PO Box 1840  
Dubuque, IA 52004-1840

## RETURNS Policy

Kendall Hunt Publishing Company always strives to ensure customer satisfaction with our products and services. Should it become necessary for you to return products, the following guidelines must be followed:

**Product Specific:**

Returns and refunds on digital offerings, including electronic codes and software, are limited to those that have not been activated or used and must be requested within 7 days of purchase. No returns or refunds will be given for any electronic code that has been activated or for software that has been downloaded. For other non-returnable items, please refer to your original purchase invoice. Printed product must be unmarked, unstamped, un-stickered, unscratched, with no bent corners or torn covers. Prepackaged bundles must be in original and unbroken shrink wrap. Electronic Access Cards are not returnable.

**K12 Customized Product is not returnable.**

**Customer Specific:**

6 months from invoice date for the following customers:  
Bookstores, Schools, Associations, Professional Organizations, College Departments,  
Professors/Educators

1 month from invoice date for the following customers:  
Individual /Student Purchasers, Home Schools, Libraries

**Shipping Instructions:**

All returned product must be carefully packaged and arrive in resalable condition.

Kendall Hunt is not responsible for any return shipping charges including duties, custom fees, and taxes where applicable.

Send returns to: **Kendall Hunt Publishing Company**  
**C/O IPS**  
**1250 Ingram Drive**  
**Chambersburg, PA 17202-2987**

A copy of the original invoice, packing slip or chargeback with the ISBN and quantity being returned must be in each box.

If the returns instructions are not followed, credit will not be issued and we will discard the product that does not meet the requirements of our return policy.

**Questions regarding returns should be directed to:**

Email: [returns@kendallhunt.com](mailto:returns@kendallhunt.com) Fax: 563-589-7032 Phone: 800-344-9031

**Damaged Product, Defective Product or Missing Product:**

- All claims must be reported within 30 days or less by contacting the Customer Service Department at 800-228-0810 or email [orders@kendallhunt.com](mailto:orders@kendallhunt.com)
- Save the shipping carton. This is necessary to facilitate a freight claim.
- Do not return merchandise until you receive our instructions to do so.