

## CLAIM PROCEDURES

- Claims for books damaged by the carrier must be made through the carrier.
- Claims on shortages or defective books can be made through our Shipping Department within 7 days of shipping.

**Contact the Shipping Department by:** Phone: 800-955-7277 or E-mail: Shipping@examprep.org

## RETURN POLICY

- **Under no circumstances may books be returned after you have Attended a class**
- **Under no circumstances may clearance books be returned for a refund. ALL SALES ARE FINAL.**
- **All software (CD's, DVD's, Digital Downloads, CAD systems, etc.). Cannot be returned for a refund**
- For consideration of a return you must contact us within 7 days from original ship date for approval
- All approved returns must be received within 15 days of original ship date.
- The original shipping charges will not be refunded for canceled orders.
- **You will be subjected to a 20% restocking fee.**
- Original sales receipt must be included, with the return slip filled in completely.
- Items must be in original packing or shrink-wrap.
- You are responsible for any shipping charges incurred.
- If your choice of payment was credit card, a credit will be issued within seven days after the books are received.
- If your choice of payment was cashiers check or money order, a store credit will be issued. No return checks will be sent.
- Send all returns by a traceable mode of shipment to the following address:

American Contractors Exam Services and Bookstore  
Attn: Returns Department  
5000 Linbar Dr., Suite 250  
Nashville, TN 37211

**WE RESERVE THE RIGHT TO REFUSE ANY RETURN FOR ANY REASON**

## RETURN SLIP

Name: \_\_\_\_\_ Day Time Phone: (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_

Reason for return: \_\_\_\_\_

If you paid by Credit Card and would like your card credited:

Card # \_\_\_\_\_ Exp. \_\_\_\_/\_\_\_\_

Three-digit security code: \_\_\_\_\_ Billing Zip Code \_\_\_\_\_

| Qty | Title of Book |
|-----|---------------|
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You may attach another sheet for more books if needed.

**Authorization Code:** \_\_\_\_\_