

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:

Visit www.kendallhunt.com

Call the Customer Solutions Team Directly:

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

Email: ordernow@kendallhunt.com

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

MAIL: Kendall Hunt Publishing Company
Attn: Customer Solutions Team
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:

Digital Product

Ebooks, digital audio, digital videos, online digital course access, software or any other digitally delivered products are not refundable if redeemed, activated, accessed, or downloaded. Refund requests for digital product that has not been redeemed, activated, accessed, or downloaded, must be requested within 7 days of the date of purchase by emailing digitalrefund@kendallhunt.com. Please include your order number and the email address used at the time of purchase.

All digital product is not returnable for purchases made by Bookstores, Schools, Associations, Professional or Government Organizations, and College Departments. Please refer to your original purchase invoice for items that are non-returnable.

Physical Products

If for any reason you are not satisfied with your purchase, you may return your book(s), unopened CDs, or unopened DVDs, in resalable condition and with the original receipt, within 30 days for a full refund. This applies to Individual/Student Purchasers, Home Schools, and Libraries.

Purchases made by Bookstores, Schools, Associations, Professional or Government Organizations, and College Departments, must be returned 6 months from the date of invoice. Return authorization is not required. Prepackaged bundles must be in original and unbroken shrink-wrap. Printed Access Cards are not returnable. K12 Customized Product is not returnable. Please refer to your original purchase invoice for items that are non-returnable.

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 Fax: 563-589-7032 Phone: 800-344-9031

Damaged, Defective, or Missing Product

- All claims must be reported within 30 days or less by contacting the Customer Solutions Team at 800-228-0810 or email delivery@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.