

# STANDARD RETURN POLICY



Effective October 2005

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Any material or curriculum may be returned within 30 days for a full refund with the following exceptions:

1. **Outdated or out-of-print materials.** Materials or curriculum no longer used within the Michigan Model (must be currently approved for use) or any other curriculum supplied by the Materials Center.
2. **Special order items.** Specimens, models and other materials not normally stocked.

For a full refund, requests to return materials must be submitted in writing within 30 days of receipt of the materials. The request must include a copy of the pack list with which the materials were shipped.

Customers will be charged a 15% restocking fee on materials or curriculum whose return was requested more than 30 days from the date the material was received. In all cases, written authorization from the Educational Materials Center must be received by the customer before materials are returned.

Materials must be returned within 15 days of the date of authorization, using the enclosed return label or referencing the return authorization number. This number must be used to ensure proper credit for the return. The returned items must be in original condition (i.e.: original packaging, unused, no additional labelling, etc.). Credit will be given for authorized returns only, and will not include refunds for shipping and/or handling charges.

**Materials are non-returnable after 120 days.**