

To make a payment:

RCL Benziger
Attn: Accounts Receivable Department
PO Box 1840
Dubuque, IA 52004-1840

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

To place your order:

Visit our website at www.rclbenziger.com

Call Customer Service Directly:

877-275-4725

Hours of operation: 8:00 a.m. - 6:00 p.m. Eastern Standard Time (Monday - Friday)

Email: salessupport@rclbenziger.com

FAX: 877-867-5751

MAIL: RCL Benziger
Attn: Customer Service Department
8805 Governors Hill #400
Cincinnati, OH 45249

RETURNS Policy

RCL Benziger 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:

Digitally delivered product is not returnable. 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.

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.

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

Send returns to: **RCL Benziger (A Kendall Hunt 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@rclbenziger.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 877-275-4725 or email salessupport@rclbenziger.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.