

LINGUA TEXT, LIMITED

LinguaText * Juan de la Cuesta—Hispanic Monographs * European Masterpieces/Cervantes & Co., Molière & Co.

Please send all returns, orders, and payments to:

LinguaText, Ltd.

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RETURNS POLICY

Effective August 1, 2004

Return credit will only be considered for books ordered directly from LinguaText. Credit is given only to books in new, resalable condition.

If your invoice is less than six months old: You do **not** need authorization to return. You may return up to 75% of books ordered. A restocking fee of 15% will be deducted your return. Include all appropriate paperwork and return books to the above address. You will be issued a credit memo as soon as possible.

If your invoice is more than six months old: You must get prior authorization before sending the return (by writing to or calling the above numbers). Authorization will be granted at the discretion of LinguaText. If you receive authorization to return, you may return up to 75% of books ordered. A restocking fee of 15% will be deducted your return. Include all appropriate paperwork and return books to the above address. You will be issued a credit memo as soon as possible.

Overstock Returns: All overstock returns regardless of original invoice age will incur a 15% restocking fee.

In the event of cancelled classes or changed course texts, 100% of books ordered may be returned with no restocking fee. Proof of cancellation or change may be required. We only accept books in new, resalable condition.

Publisher Damaged Returns will be granted full credit (including shipping costs) if a claim is made within two weeks of receiving the damaged book. Defects invisible when books are received (pages missing, upside down, etc.) will be accepted and granted full credit (including shipping costs) for six months from invoice date. **Please obtain authorization before returning damaged books. You may be required to return only the book cover. Books damaged by reseller or end user are not returnable to LinguaText.**

Rejected returns will be returned to the store upon request **only** if a UPS Shipper number is provided (for UPS Ground Freight Collect shipping), if arrangements are made to send a UPS Call Tag, or if the UPS customer account is "Consignee billed" (Barnes & Noble) or "3rd Party Billed" (Follett). LinguaText will not pay for the return of rejected books. Rejected returns will be held for two weeks, and then destroyed.

Distributor note: Books sold to distributors for resale will not incur a restocking fee if returned.

SPECIAL NOTE: Make a strong, solid package. If you shake the package and you hear sliding, the books you return may arrive shopworn rather than in new condition.

Credit will not be given for used, worn, or stickered books.