

LINGUA TEXT, LLC

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

Please send all returns, orders, and payments to:

LinguaText, LLC.

103 Walker Way

Newark, Delaware 19711-6119 USA

Phone: 302-453-8695

Email: text@LinguaTextBooks.com

Web: www.LinguaTextBooks.com

RETURNS POLICY

Effective January 1st, 2017

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

Bookstores: Bookstores do **not** need authorization to return if the invoice is less than six months old. 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. LinguaText will not accept returns for invoices older than six months.

Distributors: Books sold to distributors for resale will not incur a restocking fee if returned. Distributors do not need permission to return if the invoice is less than six months old. Include all appropriate paperwork and return books to the above address. You will be issued a credit memo as soon as possible. LinguaText will not accept returns for invoices older than six months.

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

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), or if the UPS customer account is "3rd Party Billed" (e.g. Follett or Barnes & Noble). LinguaText will not pay for the return of rejected books. Rejected returns will be held for two weeks, and then destroyed.

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. Also, watch the corners! You should assume the box will be dropped on the corners.

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

Thanks for choosing LinguaText for your foreign language needs.

Please don't hesitate to email us if you have any questions about orders, returns, or setting up an account.