



## Return Policy for Bookstores and Vendors

### Inspection and Rejection of Nonconforming Books

A. Buyer shall inspect the Books within three days of receipt ("Inspection Period"). Buyer will be deemed to have accepted the Books unless it notifies Seller in writing of any Nonconforming Books during the Inspection Period and furnishes such written evidence or other documentation as reasonably required by Seller. "Nonconforming Books" means only the following: (i) product shipped is different than identified in Buyer's purchase order; (ii) product shipped is physically damaged beyond use.

B. If Buyer timely notifies Seller of any Nonconforming Books, Seller shall, in its sole discretion, (i) replace such Nonconforming Books with conforming Books, or (ii) credit or refund the Price for such Nonconforming Books, together with any reasonable shipping and handling expenses incurred by Buyer in connection therewith. Buyer shall ship, at its expense and risk of loss, the Nonconforming Books to Seller's facility located at:

**Stenen Press**  
**534 West 112th Street**  
**PO Box 250547**  
**New York, NY 10025**

If Seller exercises its option to replace Nonconforming Books, Seller shall, after receiving Buyer's shipment of Nonconforming Books, ship to Buyer, at Buyer's expense and risk of loss, the replaced Books to the Delivery Point.

C. Buyer acknowledges and agrees that the remedies set forth in Section 6(B) are Buyer's exclusive remedies for the delivery of Nonconforming Books. Except as provided under Section 6(B), all sales of Books to Buyer are made on a one-way basis and Buyer has no right to return Books purchased under this Agreement to Seller.



## Bookstore, Library and Wholesale Return Policy

### Return Policy After Inspection Period

- A. After the three-day inspection period, Buyer may return current editions of Books within the earlier of six months of sale, or three months of release of a new edition pending Seller approval.
- B. Return requests must be sent to the same email address used for purchasing, **marketing[at]steningenpress.com**. Requests must include photos of the current condition of the Books along with a copy of the original invoice in order to be considered for approval.
- C. If and when a return is authorized, Buyer will be responsible for the shipping and handling of the Books to Seller at:  
**STENEN PRESS**  
**534 West 112th Street**  
**PO BX 250547**  
**New York NY 10025**  
Upon receipt of the Books by Seller, all unmarked, unlabeled, good-as-new, resalable Books will receive a store credit for the full price paid on invoice.
- D. Resalable condition is determined solely by the Seller. Books typically not considered resaleable include but are not limited to the following conditions: non-Stenen Press barcode stickers, remaining glue residue from sticker removals, security tags, altered or obstructed pre-printed bar codes, staining, discoloration, scuffs, tears, dented covers, excessively shopworn, or any physical damage.
- E. Accounts that are not current on payments will not receive return approval.

\*Please consider marking down the books rather than returning them to us, as correspondence, packaging, and postage can be costly and laborious.

Jul 8, 2024