HFS RETURNS and REFUND POLICIES

RETURNS POLICY

Current editions of clean, resalable books may be returned within 18 months of the invoice date. No prior permission is required; however all of the following must be adhered to:

a. All stickers and sticker residue must be removed.

b. A debit memo must be enclosed stating the reason for the return and original invoice number(s). If the original invoice number(s) are not supplied, credit will be issued at the highest maximum discount.

c. All shipping charges must be prepaid.

d. Books not distributed by HFS and returned to our warehouse in error will be destroyed.

e. Books that fall outside the 18 months return window will not be credited and will not be returned.

f. Books that have been out of print for 6 months or more will not be credited and destroyed.

g. For books that are received damaged please return the cover and title pages to us with a debit memo listing all pertinent information as noted above. Please indicate whether you would like replacement copies for the damaged books. Credit will be issued to your account unless otherwise noted.

Return Address
Hopkins Fulfillment Service Returns Dept
Maple Logistics
Lebanon Distribution Center
704 Legionaire Dr
Fredericksburg PA 17026

REFUND POLICY

Credit on account:

Refund request must be submitted in writing. Credit has to be on the account for at least six months with no recent sales activity.
Prepaid Order credit:

Refunds on prepaid orders will be issued as soon as possible.