

Message Review Publications – Wholesale Products – Return Policy

Because we sell only new products and because our study guides, in particular, undergo frequent revision and printing, **our general policy is that we do not accept returns on any of our wholesale products.** If, however, a product is received in a damaged or defective condition, we will replace it with an identical item at no cost if we are notified of the problem within 15 days of the invoice date.

In some circumstances, returns may be accepted for products bought directly from Message Review Publications but only upon the following conditions:

- **Prior permission to return merchandise must be obtained from Message Review Publications before returns will be accepted.** To discuss obtaining authorization for a return, please contact customer service by **e-mail** at contactus@massagereview.com or by **phone** at 954-578-5042. Our business hours are 9-5 Eastern time - Monday – Friday.
- All outstanding invoices must be paid in full before return authorization can be obtained.
- All products **must be returned within 90 days of the invoice date.**
- **Products must be returned in a solid box; with sufficient packing material on all sides so as to fill the box.** Newspaper is not acceptable as a packing material. (If products are loosely packed they will move around during shipment and are likely to arrive in a damaged condition.) DVDs, CDs and other products must be in a box (not an envelope) and securely packed to prevent damage during return shipment.
- **Merchandise must be received by Message Review Publications in resale condition.** All DVDs must be in their original shrink-wrap. Any items received in damaged condition will either be sent back to the customer at their cost, or credited at a discounted rate. “Damaged condition” includes, but is not limited to: bent book corners, scratched covers or backs, creases in text covers or pages, crushed or damaged bindings, crushed or damaged CD or DVD cases, missing pages, ink or pencil marks, tears, rips, or any other visible marks. In other words, the product must be in a “like new” condition so that it may be resold to another customer. We are generally unable to sell even slightly damaged study guides, even at a discount.
- **You will be charged a 10% restocking fee on all returned items.** You are responsible for the cost of the return shipment.

Please reference the invoice number of the original order when making the return.

Authorized returns should be shipped to the following address:

Attn: Returns
Message Review Publications
4460 NW 99th Avenue
Sunrise, FL 33351

Once we receive the return and evaluate the condition of the contents, a credit memo will be issued to your account. The amount of credit will be based upon our evaluation of the condition of the returned products. Credits will expire one year from the date of issue.