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Phone: 707-255-6499 Fax: 707-255-1581 books.kolbe.org orders@kolbe.org

Book Return Form

Please do not include quarter reports, new book orders, or any other correspondence.

Once an order is received, you have 20 days to report shortages, damaged or defective books, etc., otherwise the transaction will be considered complete. This does not affect the 45-day book return policy.

Shipped from (Please Print):

*TYPE OF RETURN:

*Name: _____

*Address: _____

REPURCHASE (USED) Refunds:

*Phone: _____

*Email: _____

**Required Fields*

RETURN POLICY:

- ☞ Books purchased with Kolbe Academy can be returned for a refund within 45 days of purchase, if they are in new condition.
- ☞ Shipping & handling charges are non-refundable and a \$1.00 re-stocking fee (max \$25) is charged for each book returned.. The cost of return mailing is the responsibility of the sender, unless the item being returned was damaged in the original mailing or was sent in error.
- ☞ If a book is returned for exchange, the request is considered a new book order and is charged shipping & handling, plus a \$1.00 restocking fee (unless the exchange is due to an error on our part).
- ☞ Damaged, used or less-than-new books will receive a credit if the book is in good condition, is still used in the core curriculum and can be resold by Kolbe as a used book. Consumable workbooks that have writing in them of any kind, may not be returned for a refund. In order to receive a credit for books that are sold as a set, e.g. Saxon Math, two book study guides, etc., all pieces must be returned.

KOLBE REPURCHASE (USED) BOOKS PROGRAM:

- ☞ Send any books used in the Kolbe Curriculum **ATTN: BOOK REPURCHASE**
- ☞ Please use books.kolbe.org to verify if it is presently in the Kolbe Curriculum.
- ☞ Kolbe Staff will review the books included for quality, and resale value and will make an offer based on the entirety of the box. Prices vary by item and range from 0-65% of the price of a new book. Offer is made based on the entire value and individual items will not be negotiated.
- ☞ Offer will be made via email, or phone call based on the form provided. Offers are good for 30 days.
- ☞ If the offer is not accepted by the customer, the customer may choose to have the books sent back to them at their cost. Kolbe will arrange for shipping back to the customer after payment for shipping is accepted.
- ☞ If the offer is accepted by the customer, payment will be rendered either via Store Credit, Account Credit, or check by US Mail.
- ☞ Please Allow UP TO 6 weeks for processing. Kolbe Staff will attempt to make offer as soon as possible but may be delayed during certain times of the year.

