

McGraw-Hill Ryerson Returns Policy

This policy applies to books, packages, kits and multimedia.

All other products are non-returnable unless otherwise noted in the sections below.

Date of Purchase

- Bookstore, library, school, college, university, or wholesaler returns eligibility is 12 months from date of invoice.
- An individual's returns eligibility is 30 days from the date of invoice.

Extensions

- Please contact Customer Service in writing for an extension request.
- When sending back returns, please ensure a copy of your extension request is attached.

Medical Division Returns Policy

- All conditions of the McGraw-Hill Returns Policy applies to medical books except:
 - All medical books are returnable for the life of the edition.

Conditions

Eligibility for Returns

- On custom publications (i.e. products that have been specially produced for your use), we will only accept returns for up to 10% of the total quantity invoiced. This clause will cover PRIMIS, Keep In Print Program (KIPP), and other custom products.
- Multimedia, including but not limited to software in the form of floppy discs, CD-ROMs, DVDs, videos, audiotapes, and audio CD's, including PIN codes for Internet access, must be returned shrink-wrapped or with the sealed packaging intact.

Invoices

- A copy of the original invoice must accompany all returns.
- If a copy of the original invoice is not available, the invoice number must be quoted including the quantity, purchase price and discount.

Authorization

- Prior authorization is not required.

Condition of Product

- Product must be returned in a new, unmarked, and saleable condition.
- Shop-soiled product, product with prices or which indicate a customer's name, sticker, or stamp, or products that are rendered un-saleable will not be accepted for credit and will be returned to you collect.

Damaged or Defective Product

- All damaged and defective product must be reported within 10 days of receipt.
- Please contact Customer Service at 1-800-565-5758 to report damaged or defective books.

Product Supplied in Error

- Product supplied in error may be returned subject to being in a re-saleable condition. Please contact Customer Service within 10 days of receipt of product at 1-800-565-5758 to arrange for pick-up.

Shrink-wrapped Packages and Kits

- Products that are deemed "packages" and which are sold as kits will only be accepted for credit if they are returned in their original, unopened packaging.
- Incomplete packages or kits will not be accepted for credit and will be returned to you collect.

Out of Print Books

- A 90 day period of acceptance will be provided from the date that the product is declared Out-of-Print (OP) after which time OP product will not be accepted for credit and will be returned to you collect.

Credit Balance Refund Policy

- If your account is in a credit balance, refunds will only be made after a request has been received in writing by eligible customers.
- For customers who do business on a regular basis, you are not eligible for a refund and your credit balance will remain on your account and applied against future purchases.

Returns Instructions

How Books are to be returned:

- All shipments are to be prepaid via a traceable method to ensure proof of delivery.
- McGraw-Hill Ryerson will not assume responsibility for non-traceable shipments lost in transit.
- Returns are made at the risk and expense of the shipper.
- Ensure that the carton contains sufficient packing material and is securely fastened.
- All books should be accompanied by a packing list and a copy of the original invoice(s), stating:
 - Total number of cartons,
 - Quantity of each title - designated by ISBN,
 - Full name and address of sender,
 - If an Extension has been granted, the return must include a copy of authorized extension request.
- The carton containing the packing list must be marked "Packing List Enclosed."
- Each carton must be numbered to indicate the total number of cartons in the shipment (e.g. "1 of 3", "2 of 3", "3 of 3").

Please address shipments to:

Returns Department, McGraw-Hill Ryerson Ltd., 300 Water Street, Whitby, ON L1N 9B6
For Additional Assistance please contact Customer Service at 1-800-565-5758