

# Return and OP Policies

Dear Campus Bookseller:

Below is McGraw-Hill Ryerson's current Return Policy and OP listing which are available on our website at <http://www.mcgrawhill.ca/highereducation/bookstores/index.php>

Please note four important points:

- Return privileges are for 12 months based on the date of invoice.
- If you receive damaged product, **this needs to be reported within 10 days of receipt**. If it is not reported within 10 days, MHR will not be liable for this product. If you do choose to keep this damaged product and return it at a future date, please enclose the documentation stating that you notified MHR of the damage upon receipt. If this documentation is not contained within the return boxes, it will be sent back to you.

Damaged books are considered to be those with:

- Bent corners
  - Ripped covers
  - Covers with wear
  - Missing pages
  - Product with stickers or price tags
  - Product rendered un-saleable (shop-worn)
- If you require a return extension on existing stock currently in your store, please notify our C/S group in writing, outlining the author, title, ISBN, original invoice number/date and quantity. When you return any of this product, please include the documentation indicating that you have received a return extension on X product. If your return does not include the proper documentation and is outside of return limits it will be return to you.
  - Old Editions & 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 OP products will not be accepted for credit and will be returned to you collect. We do update our OP listing on a monthly basis and archive the monthly listing on the site for a six month period.

If you have any questions and/or concerns regarding our policies please feel free to contact our C/S group of myself directly.

Thank you

**Jeff Snook**

National Channel Manager & Custom Publisher

McGraw-Hill Ryerson

Higher Education Division

Telephone #: (905) 430-5034

Fax# 1-800-504-7764

Cell #: (905) 439-1868

E-Mail: [jeffs@mcgrawhill.ca](mailto:jeffs@mcgrawhill.ca)

