PROBLEM SOLVER FORM

USE THIS FORM TO CORRECT ALL SHIPMENT PROBLEMS

To Return Products:

- Complete problem solver form and include in package with returned product
- Never use newspaper to pack books
- Return damaged/defective merchandise the most inexpensive way
- For shipper damage, keep the original box and call for instructions

Customer Accoun	t #
Name	
Customer P.O. # _	

Problem Codes:

- 1. Damaged
- 2. Defective
- 3. Shortage (please make sure you were billed on the invoice before reporting shortage)
- 4. Overage (received but not billed for)
- 5. Overstock (please refer to the return policy in our catalog)
 [you can also get a return authorization number online at anchordistributors.com]

6.	Other	(please	explain)	
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In US ship to: Anchor Distributors

1030 Hunt Valley Circle | New Kensington, PA 15068

Phone: 800.444.4484 or 724.334.7000 | Fax: 800.765.1960 or 724.334.1200

In Canada ship to:

Group Canada/Word Alive

WORD ALIVE 119 DeBaets Street | Winnipeg, MB. R2J 3R9 Phone: 800.665.1468 | Fax: 800.352.9272

Date of Return							
Comments:							
oomments							

You may use your own computer generated returns form. Please be sure to include your general account information, quantity, title, item #, and reason for the return. Thank you.

Action Codes:

- A. Title being returned. Please credit my account.
- B. Title being kept. Please bill my account.
- C. Shortage found. Please credit my account.
- D. Not billed for titles being returned. Credit postage only.
- E. Send replacement with my next order.

Quantity Received	Quantity Billed	Quantity Short	Quantity Returned	Title	Invoice #	Date	ISBN or Speedy #	Retail Price	Discount	Problem Code	Action Code