

Health Administration Press

RETURN POLICY

For customer other than bookstores and book wholesalers:

If you are not completely satisfied with any publication ordered, you may return it—if in original condition—within 30 days of purchase for a refund. (We do not refund shipping/handling charges.) Please include your unpaid invoice if applicable.

For bookstores and book wholesalers:

- Publication(s) must be returned within one year from date of purchase.
- Publication(s) that are out of print more than six months are not returnable.
- Publication(s) must be free from marks and other damage and in resalable condition. If books are returned damaged, you will be notified to issue a call tag to pick up the merchandise. If the books are not picked up within 30 days, they will be forfeited.
- Prior authorization to return publications is not required.
- A copy of the invoice or the corresponding invoice number must be included with the return.
- A restocking fee of 10% of the price of the returned books will be deducted from the credit memo, when the original order is for 10 copies or more of a specific title, and 50% or more of the quantity ordered is returned.
- Returns should be sent via a traceable, signature-required method (UPS, Federal Express, Certified Mail, or Registered mail.)
- All damages/shortage must be reported to Health Administration Press within 3 weeks of receipt of merchandise. Failure to do so will result in the denial of claims against the order.
- All credit memos will be refunded 365 days from the date the credit was issued.