



CPM Return Policy

Current issue books, eBooks, and/or manipulatives may be returned for up to **90 days** from date of invoice. Returns must be received by CPM, not just authorized, within these time frames.

All returns must have prior authorization. Please submit request for return to returns@cpm.org. The Return Authorization (RA) and shipping information or reason return is not authorized will be emailed to requestor. Please email the following information:

- PO #, Order #, or Invoice #
- Name of each book/manipulative
- Quantity of each book/manipulative
- Reason for return

Do NOT ship returns that have NOT been authorized; credit will NOT be given.

Returned books and manipulatives must be:

- Unused and in new condition
- Free of stamps, barcodes and/or alterations

Preliminary edition and out-of-print books are not returnable.

Bundled items must be returned with all components to receive a full refund.

Restocking Fees:

- Returns of 50 or more books/manipulatives on the same request are subject to a 10% restocking fee, which will be deducted from the return credit.

Customer is responsible for freight charges for all returns to CPM. It is recommended that the return shipment be packed securely and insured. Credit will NOT be given for items damaged in transit. Freight charges on original order are NOT refunded.

Upon receipt and inspection of returns, credit will be issued for all unused, current issue books and/or manipulatives. A Credit Memo will be emailed to requestor of return and may be taken against open invoices on account or, if invoice has been paid and account is current, a refund check may be requested. If credit card was used for payment of original order, the return will be refunded to the same credit card.

If returns are received damaged, they will be held for 14 days before discarding. Insurance claims must be initiated and CPM must be notified by an email to returns@cpm.org within that time period or CPM will not be required to produce evidence of damage. Damaged items will be returned only if requested during this 14 day period and credit card provided to charge return freight costs.

All inquiries should be emailed to returns@cpm.org.