



## **CPM Return Policy**

PRIOR AUTHORIZATION MUST BE OBTAINED FOR ALL PERMITTED RETURNS. ALL RETURNS ARE GOVERNED BY CPM'S PURCHASE AGREEMENT TERMS AND CONDITIONS (see Section 5, "Inspection and Rejection of Nonconforming Goods; Returns; Restocking Fees."). CPM cannot guarantee credit for an unauthorized return. CPM will provide the return authorization or the reason for denial. Return shipping instructions and a Return Merchandise Authorization (RMA) will be sent if approved. A copy of the RMA must be included in all returned boxes.

**All return requests must be made to [returns@cpm.org](mailto:returns@cpm.org) and include the following information:**

- PO #, Order #, or Invoice #
- Name of each item
- Quantity of each item
- Reason for return

### **Physical Goods**

Physical goods must be returned (and received by CPM) within 90 days after the invoice date.

All physical goods must be unused, in new condition, and free of stamps, barcodes, and alterations. Preliminary edition and out-of-print books are not returnable. Bundled items must be returned with all components to receive a full refund.

The customer is responsible for freight charges for all returns to CPM. We recommend securely packing and insuring the return shipment. Credit will not be given for items damaged in transit. Freight charges on the original order are not refundable.

Upon receiving and inspecting returns, a credit will be issued for all unused, current-issue items. A Credit Memo will be issued to the customer's account, and a copy will be emailed to the person who requested the return. The credit can be applied against open invoices on the account. If the invoice has been paid and the account is current, a refund check may be requested by emailing [ar@cpm.org](mailto:ar@cpm.org). If a credit card was used to pay for the original order, the return will be refunded to the same credit card.

Returns that are received damaged will be held for 14 days before discarding. The sender must initiate insurance claims, and CPM must be notified by email to [returns@cpm.org](mailto:returns@cpm.org) within that time. Otherwise, CPM will not be required to produce evidence of damage. Damaged items will be returned only if requested during these 14 days at the customer's expense. A credit card payment must be provided to charge return freight costs.

Restocking Fees: Returns of 50 or more physical items on the same request are subject to a 10% restocking fee, which will be deducted from the return credit.

### **Digital Licenses**

To be eligible for a refundable credit, CPM must receive a request to return purchased, unexpired digital licenses purchased on or after January 1, 2023, by emailing [returns@cpm.org](mailto:returns@cpm.org) within 90 days of the invoice date.

After 90 days from the invoice date, provided a signed Purchase Agreement Terms and Conditions version 2023.1 or later is on file, purchased and unexpired digital licenses may be returned for a nonrefundable credit. The digital licenses must not be currently assigned to end users. CPM will determine the value of the nonrefundable credit at its sole discretion. The nonrefundable credit will be applied to the customer's account. To apply the nonrefundable credit to a new order, provide written authorization on your purchase order or in the comment field during your online checkout. To have the nonrefundable credit applied to an open invoice, authorization must be received in writing by emailing [ar@cpm.org](mailto:ar@cpm.org). The nonrefundable credit is valid for three years from the date of issuance or until it is used. The nonrefundable credit has no cash value and will not be refunded or paid to customers.

All inquiries should be emailed to [returns@cpm.org](mailto:returns@cpm.org).