

## Invoice Payment:

Kendall Hunt Publishing Company  
Accounts Receivable Department  
PO Box 1840  
Dubuque, IA 52004-1840

AR Phone: 800-338-8309  
Fax: 563-589-1237  
Email: ardept@kendallhunt.com

Kendall Hunt Publishing Company collects the simplified sellers use tax on taxable transactions delivered into Alabama and tax will be remitted on the customer's behalf to the Alabama Department of Revenue. Kendall Hunt Publishing Company's program account number is SSU-R011527710.

## Order Placement and Order Inquiry:

Website: [www.kendallhunt.com](http://www.kendallhunt.com)

**Customer Solutions: 800-228-0810 or 563-589-1000**

Hours of operation: 7:30 a.m. - 5:00 p.m. Central Standard Time (M-F)

**MAIL:** Kendall Hunt Publishing Company  
Customer Solutions Team  
PO Box 1840  
Dubuque, IA 52004-1840

Email: [ordernow@kendallhunt.com](mailto:ordernow@kendallhunt.com)

Fax: 800-772-9165 or 563-772-1046

## RETURN Policy

Kendall Hunt Publishing Company always strives to ensure customer satisfaction with our products and services. Should it become necessary for you to return products, the following guidelines must be followed:

### Digital Product

Ebooks, digital audio, digital videos, online digital course access, software or any other digitally delivered products are not refundable if redeemed, activated, accessed, or downloaded. Refund requests for digital product that has not been redeemed, activated, accessed, or downloaded, must be requested within 7 days of the date of purchase by emailing [digitalrefund@kendallhunt.com](mailto:digitalrefund@kendallhunt.com). Please include your order number and the email address used at the time of purchase.

All digital product is not returnable for purchases made by Bookstores, Schools, Associations, Professional or Government Organizations, and College Departments. Please refer to your original purchase invoice for items that are non-returnable.

### Physical Product

If for any reason you are not satisfied with your purchase, you may return your eligible print material in resalable condition within 30 days for a full refund. This applies to Individual/Student Purchasers, Home Schools, and Libraries.

Purchases made by Bookstores, Schools, Hospitals, Professional or Government Organizations, and College Departments, must be returned 6 months from the date of invoice. Return authorization is not required. Prepackaged bundles must be in original and unbroken shrink-wrap.

Printed Access Cards are not returnable.

K12 Customized Product is not returnable.

**Please refer to your original purchase invoice for items that are non-returnable.**

### Return Shipping Instructions:

All returned product must be carefully packaged and arrive in resalable condition.

Kendall Hunt is not responsible for any return shipping charges including duties, custom fees, and taxes where applicable.

Send returns to: **Kendall Hunt Publishing Company**  
**C/O IPS**  
**7307 Innovation Blvd**  
**Fort Wayne IN 46818-1371**

A copy of the original invoice, packing slip or chargeback with the ISBN and quantity being returned must be in each box.

If the returns instructions are not followed, credit will not be issued and we will discard the product that does not meet the requirements of our return policy.

### Questions regarding returns should be directed to:

Email: [returns@kendallhunt.com](mailto:returns@kendallhunt.com)

Fax: 563-589-7032

Phone: 800-344-9031

### Damaged, Defective, or Missing Product

- All claims must be reported within 30 days or less by contacting the Customer Solutions Team at 800-228-0810 or email [delivery@kendallhunt.com](mailto:delivery@kendallhunt.com).
- Save the shipping carton. This is necessary to facilitate a freight claim.
- Do not return merchandise until you receive our instructions to do so.