



# LĀF Productions, Inc.

*“Bringing LĀFter Back to Business”™*

Date: September 21, 2004

**Subject: Book Return Authorization**

1. OUR BOOKS ARE RETURNABLE. If a title isn't moving in your market, we want to get it back before a new edition makes it obsolete. Thank you for giving it a chance on your valuable shelf space. Our return period is normally between NINETY (90) DAYS AND ONE YEAR of the publisher's invoice date; however, we will accept the book for return after one year as long as the edition is still in print. To keep our products current, we update our titles every one and a half to two years.
2. RETURN PERMISSION MUST BE REQUESTED so that we may issue detailed packing and shipping instructions. This is your authorization and the instructions are below.
3. NOTICE OF SHORTAGE OR NON-RECEIPT must be made within thirty days of the shipping/invoice date for domestic shipments and sixty days for foreign.
4. BOOKS DAMAGED IN TRANSIT are not the responsibility of the publisher. Please make claim to the carrier.
5. Returns must be accompanied by your packing slip listing QUANTITY, TITLE, AUTHOR, ORIGINAL INVOICE NUMBER and INVOICE DATE. Books returned with this information will be credited with 100% of the invoice price minus shipping. Otherwise, it will be assumed the original discount was 60%. Some books have been returned to us when they should have been directed to one of our wholesalers; books should be returned to their source.
6. ROUTING: Ship books via Parcel Post (book rate) prepaid or UPS prepaid to LĀF Productions, Inc., Attn: L. D. Freeman, Post Office Box 26333, Little Rock, Arkansas 72221-6333.
7. To qualify for a refund, returned books must arrive here in good RESALABLE CONDITION. If they are not now resalable, please don't bother to return them. If you are not willing to package them properly for the return trip, please don't waste your time and postage.

To package the books so that they will survive the trip, we suggest you wrap them in the same way that they were sent to you. There are two important steps in successful book packaging: Keep them clean and immobilize them. Place the stacked books in a plastic bag. This will separate the dirty newsprint and greasy Styrofoam “peanuts” or discs from the book edges and will prevent grit from creeping between the covers. To keep the books from shifting (which causes scuffing), cut a shipping carton to the right size and stuff it tightly with dunnage.

Since it has been our experience that books shipped loose in oversize “Jiffy bags” always arrive scuffed, it is now our policy to simply REFUSE them at the Post Office so that they will be returned. DO NOT USE JIFFY BAGS!

8. A credit memo will be issued toward future purchases.
9. Industry tells us that it now costs more than eight dollars to write a letter. Correspondence, packaging and postage cost us all a great deal in money and time (and time *is* money). Years ago when postage was cheap, it made sense to return slow moving books. Today, however, many bookstores are finding it is far more cost effective to simply mark down the books and move them out. Thanks.

**P.O. Box 26333 • Little Rock, AR 72221-6333**

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