

# Return Guidelines

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## Regular Baptist Press requires Return Authorizations (RAs)

Regular Baptist Press (RBP) counts it a privilege to minister to you through the use of curriculum, Bible studies, Vacation Bible School programs, and other educational resource materials.

To simplify and expedite the accurate processing of your returns and ensure that you promptly receive the credit due, RBP requires that a Return Authorization (RA) reference number be assigned to all products **prior** to their return to RBP for credit. The RA number is **mandatory** for RBP to accept returns.

## What is a Return Authorization?

An RA reference number is a required authorized number provided by RBP that links directly to your account to ensure credit is promptly issued. When you obtain this RA reference number, your return is preapproved for credit before we receive the product. This reference number is linked to your account and is set up to include the discounts at which the product was purchased and to confirm that the product is returnable. With a preapproved return, issuing credit to your account is faster, more efficient, and more accurate.

## How do I get a Return Authorization?

There are two ways to obtain an RA reference number: (1) by contacting Customer Service directly at 800-727-4440 or (2) by using our downloadable form and faxing your request to 847-843-3757.

You need to know your invoice number(s), item or ISBN number(s) (your invoice or pick list has these numbers), and quantities to be returned. **Please take a few moments to gather this information before requesting your RA reference number.**

- **Quick Response:** Contact Customer Service directly at 800-727-4440.
- **Manual Response:** Use our [downloadable form](#), and email or fax your request to 847-843-3757. After you have requested your RA, you will receive a follow-up call with the assigned RA reference number.
- **Important: To prevent delay, please do not request the same RA multiple times or through various channels.**
- **One (1)** RA reference number per invoice.

## **I have my RA . . . now what?**

Now that you have your RA number, we ask that you follow the step-by-step guidelines below to ensure your account is credited correctly.

### **Step 1**

#### **General Information**

1. All products must be returned in clean, salable condition. Damaged products that are returned will not be credited and may be returned to customers, at their expense, if requested within 30 days from the credit memo.
2. Please ensure that the product does not have a sticker or sticker residue, marks, or scuffs.
3. Products may be returned **after** 90 days from the invoice date and within six (6) months of purchase. Certain dated products may have limits on returnability, as outlined below. Regular Baptist Press return guidelines are outlined below.
4. All returns must be shipped prepaid.
5. Products sold in package quantities must be returned as a complete package.

#### **Curriculum Returns**

1. You may return up to 10% of your total quarterly purchase amount.
2. All curriculum returns must arrive at the RBP warehouse by the following schedule.
  - Fall Quarter—(September, October, November) must be received by November 30
  - Winter Quarter—(December, January, February) must be received by February 28
  - Spring Quarter—(March, April, May) must be received by May 30
  - Summer Quarter—(June, July, August) must be received by August 30
3. Undated Adult and Senior High electives may be returned if the course is still in print. The product must be returned no later than six (6) months from the invoice date.
4. Outdated, discontinued, or damaged items are not returnable for credit.
5. Opened curriculum kits are not returnable for credit.

#### **Vacation Bible School**

1. Churches and individuals may return only the current calendar year's VBS introductory kits, student activity sheets, and unopened media resources (i.e., CDs and DVDs).
2. Retailers may return up to 10% of their total annual VBS purchase amount, excluding package deals.
3. VBS starter kits must be received by July 15 of that theme's year.
4. All other VBS returns must be received by the RBP warehouse by September 15.
5. Music and other media resources (CDs, etc.) must be unopened and in salable condition.

#### **Kids4Truth Clubs**

1. Any shipping discrepancies or damages must be reported within 30 days. Defective and damaged materials should be returned within 30 days.
2. You may return up to 10% of each order.

3. Unused merchandise returned in clean, salable condition with no signs of use within 90 days of invoice date will be credited to your account or refunded. No credit will be issued for materials returned after 90 days.
4. Sample packets are not returnable for credit.

### **RBP/RBB Book Publications**

1. Credit will be issued for books received in salable condition no later than six (6) months from invoice date.
2. Books may not be returned before 90 days or after six (6) months from invoice date.

### **Products Downloaded from RBPstore.org**

Digital products are not returnable.

### **Non-RBP Products**

1. Items produced by other publishers (e.g., catalog product numbers that do NOT begin with *RBP* or *ISBNs 978-0-87227, 978-1-59402, 978-1-60776, or 978-1-62940*) cannot be returned.
2. The product must be purchased directly from Regular Baptist Press. If you purchased additional products from other suppliers, such as a distributor, that product must be returned directly to that supplier under its guidelines.

## **Step 2**

### **Now that I have my RA, how do I return my product?**

- Remove or black out any old shipping labels, including the original shipping barcode, from outside the shipping container.
- Product must be returned within a box or jet bag using packing materials to keep the product secure. Please do not put shipping labels directly on the product to be returned.
- Include a copy of the RBP pick list or RBP invoice if possible. If an RBP pick list or RBP invoice is not provided, on a separate sheet of paper, please include the following information:
 

○ 1 RA reference number per invoice per box or jet bag (The RA reference number MUST be visible outside the package.)	○ Address (Provide ship-to address if different from bill-to.)
○ Account number	○ City, state, zip code
○ Church name/Store name	○ Telephone number
○ Contact	○ Box count __ of __
	○ <b>Item numbers and quantities of products</b>
- Seal the box with shipping tape.
- Each box must have a label. For multiple boxes, please mark on the outside of each box 1 of 1, 1 of 2, 1 of 3, etc.
- Product must be returned via a shipping carrier that provides a tracking method, as you are responsible for the product until it is delivered and signed for at Regular Baptist Press. Your tracking number through your carrier is your delivery verification.

## **All returns must be sent to**

RBP Returns

680 Industrial Dr #1

Cary, IL 60013

## **What if I don't follow these guidelines?**

RBP seeks to efficiently partner with you in your business and ministry needs.

- Choosing not to follow these guidelines may significantly delay RBP issuing credit to your account.
- Any returns not following the procedure outlined in this document will be credited at 45% of the price paid.
- Requests for credit may be denied. If you request the product be returned to you, you are responsible for the return postage—which will be billed to your account.
- Any return received without a valid RA reference number printed outside the package may be refused and returned to you without credit at your expense.

## **How soon should I expect credit to my account?**

- Returns that follow these established guidelines will be processed within two to four (2–4) weeks from the date received at RBP.
- Our goal is to process every return as quickly as possible; however, slight delays may happen during heavy volume and peak periods.
- Once your return has been processed, RBP will mail you a copy of your credit memo.
- It is important that you do not take deductions on future payments to RBP until you have received your credit memo. Taking deductions from your account before credit is issued may cause you to incur late charges on outstanding balances.

## **Do I need an RA for a damaged or defective product return or a product shipped in error?**

- No, if the product is damaged or defective when shipped to you, please contact Customer Service immediately at 800-727-4440. The Customer Service representative handling the call may issue credit without having the physical product returned or may send you a replacement. If the product needs to be returned, the Customer Service representative will coordinate the return method of shipping.
- If a product is shipped due to a Regular Baptist Press error, please contact Customer Service immediately at 800-727-4440. The Customer Service representative handling the call may issue credit and/or send the correct product to you at our expense. If the product needs to be returned, the Customer Service representative will coordinate the return method of shipping at our expense.