



Klett World Languages, Inc.  
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## Klett World Languages Return Policy

Updated: April 29, 2024

This policy applies to all orders which were not placed via the ecommerce store of Klett World Languages or otherwise prepaid. Cases where it applies include, but are not limited to, sales made per purchase orders received from schools, school districts, bookstores, and other resellers. For policy relevant to ecommerce and other prepaid sales, visit [content/return-policy](#).

### Defective, Damaged, or Incorrect Products

- Any defective or incorrectly shipped item will be replaced as soon as possible at the expense of KWL. In addition to providing new copies of the product, KWL will cover all shipping expenses related to the replacement of a product. If the item cannot be replaced within a timeframe acceptable to the customer, its value will be refunded.
- To request replacement of a defective item, contact KWL at [orders@klettwl.com](mailto:orders@klettwl.com).
- Please do not return defective items unless specifically requested by KWL. A replacement will not be sent automatically to the customers for defective materials returned without prior approval by a KWL representative.

### Voluntary returns

#### Return pre-approval

To reduce the likelihood that a return will be rejected or deemed ineligible for refund, or that processing will be delayed, we encourage, though not require, customers to contact KWL at [orders@klettwl.com](mailto:orders@klettwl.com) prior to shipping the return to request pre-approval. In your email, please include the corresponding invoice number, original purchase order number (if applicable), ISBNs and quantities of materials you wish to return, as well as confirmation that the materials satisfy conditions outlined in this document. Final approval will be contingent upon receipt of materials in acceptable condition.

#### Print products and pre-assembled bundles:

Up to 20% of a print material ordered on each purchase order can generally be returned for a refund. If the quantity returned exceeds 20% of quantity ordered, refund will only be issued for 20% of quantity ordered. The following conditions must be satisfied for a refund to be issued:

- Materials are in like-new condition and bear no physical marks of use. Materials will not be considered to be in like-new condition if they include any marks of use, including but not limited to tears, writing, drawings, stains, or bent pages.
- Pre-assembled bundles, shipped to the customer in a shrink wrap, are received in the original shrink wrap.
- The return is initiated within a calendar year of the date of delivery of the materials to the customer, according to the carrier's tracking information. The return is considered to be initiated on the date the

customer contacts KWL for pre-approval or ships materials, whichever comes first.

- Any and all bookstore/school markings, inventory stickers, and price stickers are removed.
- The materials are not intended primarily for teachers or instructors (e.g., Annotated Teacher Editions, Annotated Instructor Editions, Teachers' Manuals, and Instructors' Manuals, are non-returnable).

Digital products:

- Digital materials not included in pre-assembled bundles are non-returnable and

non-refundable. Return instructions:

- The customer should attach a document quoting the corresponding invoice number and original purchase order number (if applicable).
- The customer is responsible for the cost of return shipment, unless returning a defective, damaged, or incorrect product. If the customer is returning a defective, damaged, or incorrect product, Klett World Languages will organize the return shipment.
- Returns should be sent with USPS or a parcel carrier to the address below. Please contact [orders@klettwl.com](mailto:orders@klettwl.com) if you need special return arrangements, such as LTL shipment.

Return address

All returns shall be shipped to:

Books International Returns Dept.  
Attn. Klett World Languages  
22880 Quicksilver Drive  
Dulles, VA 20166

For any returned books shipped to an incorrect address, an additional fee of \$5 per book will be assessed and billed to the customer.