

Klett World Languages Return Policy

Updated: September 1, 2025

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 klettworldlanguages.com/store/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@klettworldlanguages.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.
- KWL's Terms and Conditions for the Return Merchandise Authorization (RMA) process for defective, damaged, or incorrect products can be found [here](#).

Voluntary returns

Return pre-approval

Before returning any materials, customers must contact KWL at orders@klettwl.com 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 of the return and issuance of an account credit for future orders or a refund will be contingent upon receipt of materials in acceptable condition.

Once a pre-approval is issued, the customer must ship the materials within 30 calendar days from the date of the Return Merchandise Authorization. If the return is shipped beyond the 30-day period, Klett World Languages may choose not to honor the terms of the pre-approval.

KWL's Terms and Conditions for the Return Merchandise Authorization (RMA) process for voluntary returns, can be found [here](#).

Print products and pre-assembled bundles:

Up to 20% of each print title ordered on each purchase order can generally be returned for a refund or credit. If the quantity returned exceeds 20% of the quantity of the specific title/line item ordered, refund or credit 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 pre-approval is requested within a calendar year of the date of delivery of the materials to the customer, according to the carrier's tracking information.
- 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 using a trackable shipping method with the carrier of your choice to the address below. Please contact orders@klettworldlanguages.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.