VANDERBILT RETURN POLICY
PALS, EBM & CBM PRODUCTS

Our priority is serving our customers by providing Math and Reading Intervention products and Reading Probes that are both effective and affordable. Part of our effort to maintain affordable product pricing is to accurately fill each order. We do understand that mistakes happen, and that on occasion we fill your order incorrectly or you order a product(s) in error. When situations like these occur we do our best to correct the situation promptly and courteously.

VANDERBILT PROCESSING ERRORS
If you find that we have filled your order incorrectly, please contact Lynn Davies at lynn.a.davies@vanderbilt.edu or (615) 343-4782 within 15 days of receipt of the order and report what is missing from your order and / or what was received but not ordered. Please provide a purchase order number as a reference. We will correct the mistake and send the missing materials to you or make arrangements for you to return unwanted items. We will prepay the shipping costs for all authorized returns.

CUSTOMER ORDERING ERRORS
For merchandise your organization ordered incorrectly and you wish to return, please call or e-mail Lynn Davies at lynn.a.davies@vanderbilt.edu or (615) 343-4782 within 10 days of receipt of the order and report what materials you want to return. Please provide a purchase order number as a reference. We will accept returns under the following conditions:

1. We have authorized you to return the merchandise in question.
2. The return is made within 30 days of the invoice date.
3. UPS or FedEx Shipping is paid for by the returning party.
4. Materials are not used or damaged. To prevent any damage during shipping of the materials being returned, please pack the materials securely to minimize movement. The materials returned will be inspected upon receipt. No credit will be given for any product that is damaged in any way.

The preferred shipping carriers for returns are: 1.) UPS or 2.) FedEx as they will deliver directly to our offices. We discourage returns sent through the United States Postal Service.

We reserve the right to decide not to accept or credit any returned materials that are damaged. Your cooperation under either of these circumstances is greatly appreciated.

SEND RETURNS TO:

VANDERBILT UNIVERSITY
ATTENTION: LYNN DAVIES / RETURN
228 Peabody
110 Magnolia Circle, Suite 418
Nashville, TN 37203-5721

Tel 615 343 4782
Fax 615 936 5803

THIS POLICY WAS LAST UPDATED 2/25/15