

**To make a payment:**

RCL Benziger  
Attn: Accounts Receivable Department  
PO Box 1840  
Dubuque, IA 52004-1840

Phone: 800-338-8309  
Fax: 563-589-1237  
Email: ardept@rclbenziger.com

**To place your order:**

Visit our website at [www.rclbenziger.com](http://www.rclbenziger.com)

**Call Customer Service Directly:**

877-275-4725

Hours of operation: 8:00 a.m. - 6:00 p.m. Eastern Standard Time (Monday - Friday)

**Email: [salesupport@rclbenziger.com](mailto:salesupport@rclbenziger.com)**

FAX: 877-867-5751

MAIL: RCL Benziger  
Attn: Customer Service Department  
8805 Governors Hill #400  
Cincinnati, OH 45249

## RETURNS Policy

RCL Benziger always strives to ensure customer satisfaction with our products and services. Should it become necessary for you to return products, the following guidelines must be followed:

**Product Specific:**

Returns and refunds on digital offerings, including electronic codes and software, are limited to those that have not been activated or used and must be requested within 7 days of purchase. No returns or refunds will be given for any electronic code that has been activated or for software that has been downloaded. For other non-returnable items, please refer to your original purchase invoice. Printed product must be unmarked, unstamped, un-stickered, unscratched, with no bent corners or torn covers. Prepackaged bundles must be in original and unbroken shrink wrap. Electronic Access Cards are not returnable.

**Customer Specific:**

6 months from invoice date for the following customers:  
Bookstores, Schools, Associations, Professional Organizations, College Departments, Professors/Educators

1 month from invoice date for the following customers:  
Individual /Student Purchasers, Home Schools, Libraries

**Shipping Instructions:**

All returned product must be carefully packaged and arrive in resalable condition.

RCL Benziger is not responsible for any return shipping charges including duties, custom fees, and taxes where applicable.

Send returns to: **RCL Benziger (A Kendall Hunt Company)**  
**C/O IPS**  
**1250 Ingram Drive**  
**Chambersburg, PA 17202-2987**

A copy of the original invoice, packing slip or chargeback with the ISBN and quantity being returned must be in each box.

If the returns instructions are not followed, credit will not be issued and we will discard the product that does not meet the requirements of our return policy.

**Questions regarding returns should be directed to:**

Email: [returns@rclbenziger.com](mailto:returns@rclbenziger.com) Fax: 563-589-7032 Phone: 800-344-9031

**Damaged Product, Defective Product or Missing Product:**

- All claims must be reported within 30 days or less by contacting the Customer Service Department at 877-275-4725 or email [salesupport@rclbenziger.com](mailto:salesupport@rclbenziger.com)
- Save the shipping carton. This is necessary to facilitate a freight claim.
- Do not return merchandise until you receive our instructions to do so.