

RETURN MERCHANDISE AUTHORIZATION FORM

Customer #	Customer Name
Customer Address	Contact Name
	Contact Phone #
	Contact Fax #

					FOR AVE USE ONLY	
10-digit ISBN	Title	Invoice #	Invoice Date	Quantity Returned	Restock	Scrap

RETURN POLICY

To ensure prompt and accurate credit for your return, please follow the four steps listed below:

1. Fax or email the completed RMA form to our Sales Department at avemarpr@nd.edu or (800) 282-5681. If more space is needed, please include additional RMA forms.
2. Once we have verified all information we will return to you a copy of the RMA form to include with your shipment of books. The RMA that we return to you will list the books unacceptable for return.

Please remember that AVE will NOT accept:

- stickered books or books with heavy sticker residue
- bent, torn, scuffed books with dirty or faded covers and pages
- autographed or stamped books
- titles purchased in the last 90 days (excluding textbooks)
- titles returned 6 months after being declared Out-of-Print
- seasonal titles declared Out-of-Print

Any item returned to AVE not meeting the above conditions **will NOT receive credit** and **will NOT be returned to you**. To see our Return Policy visit avemariapress.com and click on the Return Policy link on the top of the page.

FOR AVE USE ONLY

Date received or checked in: _____

Initials: _____