



## **ASCENT Printed Courseware Return Policy**

### **The ASCENT Printed Courseware Return Policy requires that:**

- ◇ Prior approval must be obtained from Gilmore Global Logistics Services, Inc. for all returns;
- ◇ No returns will be accepted after 30 days from date of purchase;
- ◇ Only the most current title revisions will be accepted for return;
- ◇ All courseware must be in original shrink-wrap and not damaged in any way.
- ◇ Returns must be packaged so as to prevent damage in shipment. Damaged courseware will not be credited;
- ◇ Restocking fees - \$75.00 USD or 20% of the purchase price, whichever is greater.
- ◇ Original shipping charges are not refundable;
- ◇ Gilmore Global Logistics Services, Inc. are not responsible for the shipping, duties or brokerage costs incurred to return the courseware.
- ◇ All approved returns must include the RMA number and documentation as provided by Gilmore Global Logistics Services, Inc.
- ◇ This policy applies to ASCENT printed courseware only; see ASCENT Electronic Courseware Cancellation Policy for additional detail.
- ◇ Please note that downloadable PDFs are not eligible for cancellation or return.

Any questions regarding this policy should be directed to Gilmore Global Logistics Services, Inc. at 1.866.795.6661 (North America), 1.613.599.6065 or [ascentteam@gilmoreglobal.com](mailto:ascentteam@gilmoreglobal.com).