

VANDERBILT RETURN POLICY PALS, Intervention Programs, and Assessments

Our priority is serving our customers by providing Math and Reading Intervention products and Assessments 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.

RETURN EXCEPTIONS

We do not accept returns for international orders. We do not accept returns on DVDs and CDs.

VANDERBILT PROCESSING ERRORS

If you find that we have filled your order incorrectly, please contact Lynn Davies at lynn.a.davies@vanderbilt.edu or call (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 or a WEB ID 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 that we are responsible for.

CUSTOMER ORDERING ERRORS

For merchandise your organization ordered incorrectly and you wish to return, please e-mail Lynn Davies at lynn.a.davies@vanderbilt.edu or call (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 or a WEB ID number as a reference. We will accept returns and credit your account under the following conditions:

1. We have authorized you to return the merchandise in question.
2. The return is sent within 30 days of the invoice date.
3. UPS or FedEx Shipping is prepaid for by the returning party.
4. Materials are not used or damaged. To prevent any damage to the materials being returned during shipping, 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 or not authorized.

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. Your cooperation under either of these circumstances is greatly appreciated.

If the return meets the criteria referred to above, a credit or a refund will be processed within 7 days of the receipt of the materials.

FEDEx TO:

Tel 615 343 4782
Fax 615 936 5803

SEND RETURNS VIA UPS OR

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