

VANDERBILT CREDIT CARD RETURN POLICY

PALS, Math and Reading Intervention Programs, and Assessments

Our priority is serving our customers by providing Math and Reading Intervention products and Reading Assessments that are both effective and affordable. Part of our effort to maintain affordable product pricing is to accurately fill each order. However, 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. In addition, we do not accept returns on DVDs and CDs.

VANDERBILT PROCESSING ERRORS

If you find that we have filled your order incorrectly, please contact Fuchs Research Group at FRG@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 an 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. In addition, 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 Fuchs Research Group at FRG@vanderbilt.edu or (615) 343-4782 within 10 days of receipt of the order and report what materials you want to return. Please provide an 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 sent within 30 days of the invoice date.
3. The returning party pays for UPS or FedEx Shipping.
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 damaged returned materials. Your cooperation under either of these circumstances is greatly appreciated.

If the return meets the qualifications for a refund, a credit will be issued to the same credit card number from which the purchase was made within 30 days of the receipt of the materials.

Visit the Fuchs Research Group Website at <https://frg.vkcsites.org/>

SEND RETURNS VIA UPS OR FEDEX TO:

VANDERBILT UNIVERSITY
ATTENTION: FUCHS RESEARCH GROUP RETURN
230 Appleton Place, PMB 228
110 Magnolia Circle, Suite 418
Nashville, TN 37203-5721

Tel 615 343 4782
Fax 615 936 5803