

McGraw-Hill Higher Education (MHHE) Returns Policy

Effective February 1, 2011

The MHHE Returns policy applies to all MHHE products.

GENERAL RETURN POLICY

MHHE will accept 100% return of its products without prior authorization within 12 months of original purchase provided that the following conditions are met:

1. Products are returned prepaid in new, unmarked, and resalable condition
2. CD-ROMS, Combo's or other shrink wrapped packages are not returnable if shrink wrap is broken.
3. Out of Print (OP) product will be accepted for full return if received within 90 days of being declared OP. After 90 days, credit will not be issued and product will not be returned to the customer. Returns of older editions will be credited if received within 120 days of the publication of a new edition.
4. Shortages, damages, or defective product claims should be reported within 60 days of invoice.
5. A Customer Account #, Invoice #, and date of purchase by line item should be included within the returned shipment. A McGraw-Hill invoice or packing list is preferred to ensure proper crediting.
6. Product should be returned in corrugated cartons (275 pound test, 45 lbs per carton). Fill voids to protect all items. Do not use newspaper as packing materials. Do not stack on edge of bindings.
7. See the DIGITAL PRODUCTS PURCHASED ONLINE FROM MCGRAW-HILL and CREATE/CUSTOM PUBLISHING TITLES policies below.

CREATE/CUSTOM PUBLISHING PRINT TITLES

- Create/Custom Publishing print titles are limited to 10% of total combined invoices for a Specific title within a 12 month period and must be returned within 12 months of Invoice date. This exception to the general return policy does not apply to Create or Custom Publishing eBooks; please see the Digital Products policy below. If the title is still in print, returns in excess of 10% will not be credited and will be returned to the customer at the customer's expense. If the title has been declared OP and a return is in excess of the 10% limit, a credit will be issued for up to 10% of invoiced amount. Credit will not be issued for returns of OP titles over the 10% limit nor will these titles be returned to the customer.

Please note that:

- Returns will only be accepted for product originally purchased from McGraw-Hill. Product purchased from other sources (wholesalers, publishers, distributors) will not be credited and will be subject to return to the customer at customer's expense.
- Used Books, price stickered, security label/tagged product, water damaged or other types of damaged product are ineligible for credit and are subject to being returned to the customer at the customer's expense.
- Partial credits or refunds are not given for Cancellation or Return of any individual component contained within a product package.
- All associated shipment and handling costs are non-refundable and are the responsibility of the customer.

DIGITAL PRODUCTS PURCHASED ONLINE FROM MCGRAW-HILL

- Customers will receive a full refund or be allowed an exchange for digital products accessed online and purchased directly from McGraw-Hill if returned within 10 days of purchase. Digital products, which are purchased as an access card or which are downloadable, such as certain eBooks, are not eligible for return. To obtain a refund, the customer will be required to supply their order and online access code information to Customer Service.