

NORI MEDIA GROUP'S RETURN POLICY

General Information:

- We reserve the right to donate damaged or unacceptable products to charity instead of returning to original sender. **(Receiving team will refuse any damage packages)**
- **In the case of an overstock return with partial damage, a 10% damage fee will be applied based on retail value.**
- All returns will be credited to your account only to use on future orders. This credit expires six (6) months from date of issue.
- If your returns exceed 50% of your purchases in the past 12 months, a 10% refund fee applies.
- Never include orders or checks with returns.

Overstock Returns:

- Eligible overstock products include books, Bibles, DVDs, and CDs.
- The product(s) must be in brand-new, resalable condition and free from any dealer markings. (Please, no yellowed pages, stickered copies, or products that look shelf-worn.)
- Products must have been purchased from Nori Media Group within the last 12 months. **Any returns before 90 days or after 12 months from purchased date will not be accepted.**

Damaged / Defective Returns:

- Contact Customer service or sales representative to see if your products apply.
- Damaged products are creditable within 30 days of date of purchase. **(Provided Pictures for proof)**
- Defective products are creditable within 90 days of date of purchase. **(Provided Pictures for proof)**
- On all damaged and defective returns, please include a description of the damage or defect.
- In the event that a shipment from Nori Media Group has external damage, please sign for the shipment as “damaged” and keep the box for the shipper's inspection.

Nonreturnable Products:

- Giftware and all other non-book, Bible, and DVD/CD products and Software with a broken seal
- Books, Bibles, DVDs, and CDs purchased less than 90 days or more than 12 months ago
- Discontinued or out-of-print products with five or fewer in-stock availability. (We will allow a 30-day grace period from the date of purchase.)
- **Products bought at a discount of 65% or greater**
- Personalized/embossed products not done by Nori Media Group
- Extended Catalog and Special Order products are not returnable

How To Return Your Books:

Return Form

- **You must fill out the return order form for entire shipment.** Download our form here or create your own form.
- **Your Form:** You may also use your own computer-generated returns form addressed to “c/o Returns Dept.” Please be sure to include your account name, address, and phone number, as well as the product title, quantity, product number, Damaged or Stickered, invoice ID and reason for return.

Shipping

- Customer Pays Return Shipping Fees. **Note: Use sufficient packaging material as to avoid damage; product not in saleable condition will not be credited.** For multiple packages, clearly mark “1 of 3” “2 of 3” etc.
- **Credit will not be given for products damaged by newspaper ink or by other improper shipping methods.**
- Mail Returns to the following address

Nori Media Group
c/o Returns Dept.
167 Walnut Bottom Rd.
Shippensburg, PA 17257
(717) 532-3040

Packing Tips

- Start with a solid, undamaged box, one that is not too large to handle the weight of books; 50 lb. limit.
- Place heavy or large products in the bottom of the box.
- Do not use newsprint; the ink will damage the books.
- Lay books flat with the spines to the outside, allowing room for side or center packing material. Avoid placing anything with a sharp edge where it might push into the pages.
- Place fragile products on top and in the center. If necessary, use a box within a box.
- Leave room at the top for packing material. When the box flaps are closed, it should be a snug fit. There should be no shifting if you tilt the box back and forth.

