



Post Office Box 1059 (39215)  
 4365 Michael Avalon Drive  
 Jackson, MS 39209  
 Phone: 601.352.7272 Fax: 601.352.0235  
 WATS: 888.352.7272  
[www.schoolbook-ms.com](http://www.schoolbook-ms.com)

## RETURN AUTHORIZATION FORM

Date: \_\_\_\_\_ Account #: \_\_\_\_\_

School Name: \_\_\_\_\_ Contact: \_\_\_\_\_

Phone: \_\_\_\_\_ Address: \_\_\_\_\_

City, State, Zip \_\_\_\_\_ Signature: \_\_\_\_\_

Invoice Number: \_\_\_\_\_ Purchase Order Number: \_\_\_\_\_

Is copy of Invoice or Packing List attached?  Yes  No

No returns will be accepted without either the Packing List or Invoice Number. Credit will be issued once the merchandise is determined to be in resalable condition. Thank you!

**If entire order is being returned, just put the Invoice Number or Purchase Order Number in the description field. If you are returning part of an order, please list each item separately. Please be sure all information is included with this return. If any information is missing, it will slow down processing of your return.**

### Items to be Returned:

Stock Number or ISBN	Title or Description	Quantity	Total # of Boxes	Reason # (see below)

**Please see next page for shipping instructions on returning merchandise. If you have any questions, please contact our Customer Service Department at 601.352.7272.**

**For Office Use Only**

**Return Authorization #:** \_\_\_\_\_

**Date Assigned:** \_\_\_\_\_

**Reason for Return:**

1. Duplicate Order
2. Wrong Books Ordered
3. Wrong Books Shipped
4. Over-shipped
5. Do Not Need / Over-ordered
6. Damaged
7. Defective - Please explain:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



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## **SHIPPING INSTRUCTIONS**

*The number and weight of the boxes will determine whether these returns are picked up by UPS or a freight line. See instructions below for shipment via UPS or a freight line.*

### **UPS LABELS:**

1. Whenever possible, repackage the books in their original boxes. All packages should be securely taped closed.
2. Place one label on each box and make sure that no previous address labels are visible.
3. Give the boxes to your UPS driver the next time he makes a delivery, or take them to any authorized UPS shipping facility (UPS Store, or Mail Boxes, Etc.). If your driver is unable to take the boxes or refuses to take the boxes, please contact School Book Supply Company. Do not contact UPS. They may charge your school a pick up fee.

### **FREIGHT LINE LABELS:**

1. Whenever possible, repackage the books in their original boxes. All packages should be securely taped closed.
2. On the Return Authorization labels you receive from School Book Supply Company, place one label on each box and make sure that no previous address labels are visible.
3. The freight line will pick up the boxes within 10 business days of the receipt of this request by School Book Supply Company. When the boxes are ready to be picked up, please put them near the part of the building where you normally receive freight orders.