

ASM Press Return and Claim Policy

Subject to Change Without Notice

Claims

Claims for damaged or missing items must be made within 90 days of invoice date for customers located in the United States and 180 days for customers located outside the United States.

- To process a claim, you must include the original invoice information.

Returns

Returns must be made within 30 days of invoice date for individuals and within 15 months of invoice date for institutions and book dealers.

- Items are only eligible for return if the title is still in print.
- Items will be accepted for return only if they are in salable condition and have not been marked or damaged in any way.
- All returns must contain the original invoice or invoice information.
- Customer pays return shipping on items returned.
- Credit for shipping and handling will be given for items that are returned due to processing error

Contact ASM Press

CALL: 800-546-2416 or 703-661-1593

FAX: 703-661-1501

EMAIL: books@asmusa.org

POST: ASM Press, P.O. Box 605, Herndon, VA 20172, USA

Returns Address

ASM Press
22883 Quicksilver Drive
Dulles, VA 20166

Should you wish to return your purchase, please fill out this form and enclose with returned items

CUSTOMER NAME _____

ADDRESS _____

PHONE _____ FAX _____

INVOICE # _____ INVOICE DATE _____

PO # _____ CUSTOMER # _____

Please check reason for return:

- | | |
|---|--|
| <input type="checkbox"/> 1. Price | <input type="checkbox"/> 2. Damage |
| <input type="checkbox"/> 3. Product content | <input type="checkbox"/> 4. Duplicate shipment |
| <input type="checkbox"/> 5. Incorrect order | <input type="checkbox"/> 6. Incorrect edition |
| <input type="checkbox"/> 7. Other (please explain) _____
_____ | |

- Please refund my money.
- Please credit my charge card account.
- Please credit my ASM Press account.

Please use the label below to return items Keep a copy for your records

From: _____

ASM Press
22883 Quicksilver Drive
Dulles, VA 20166
USA

