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### **AOAC's Publications Return Policy**

- Books/publications must be returned within 30 days from sale date.
- Must request approval from AOAC via email at [CustomerService@aoac.org](mailto:CustomerService@aoac.org) prior to return of publication
- Provide an explanation why the book is being returned.
- Returned books must be in resalable condition meaning no dents, creases, markings, etc. (this does not apply if book was received damaged).
  - If damaged, claims will be considered with an accompanying photo of the damage to the container and the product.
- All returns are to be shipped via traceable courier (UPS, FedEx, or DHL) at customer's expense.
- Provide AOAC with the return tracking number.
- Refunds do not include shipping or handling charges.
- AOAC charges a \$50.00 administrative/restocking fee for returns and will deduct this from your refund.
- Include original invoice, Return Authorization form and/or refund/exchange request with return.

If you have questions please contact AOAC INTERNATIONAL Customer Service:

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