

FollettBound items have a lifetime guarantee. If the binding fails, we will replace the book.

Binding failures include binding defects, such as:

- Pages falling out
- Binding coming unglued
- Stitching coming undone

Step 1

If you have determined that your FollettBound book meets the binding guarantee criteria, you can request a replacement of the same FollettBound title. Provide us with your list of defective titles, and we will be happy to replace them or set up a return for replacement. If more than 10 items, please contact your dedicated customer service representative to set up a return.

Titles that are no longer available in a FollettBound binding will be ineligible for replacement, as determined by Follett in its sole discretion.

Step 2

Original Invoice #: (if available) _____ Date: _____

Originally Purchased by: _____ **Customer #:** _____ **Shipping Address:** (if different from left)

School Name: _____ School Name: _____

Address: _____ Address: _____

City: _____ State: _____ Zip: _____ City: _____ State: _____ Zip: _____

Phone: _____ Phone: _____

Email address of person responsible for returns in your organization: _____

Step 3

Complete the information below with all required fields.

Follett # or ISBN	Quantity	Title	Barcode #	Reason for Return (i.e., defect description)

Library processing required*: Yes _____ No _____

We will use the processing specs and barcode range on file.

**If genre processing is required, please contact your dedicated representative.*

Step 4

Please email this form to follettbound@follettcontent.com.

Please allow 3-4 weeks for the replacement items to arrive. If you do not hear from us within that time, email us at customerservice@follettcontent.com.