



# Reading Horizons Returns and Refunds Policy

Limited 60-day return/replacement policy. Customers who wish to return products for a refund must receive a Return Merchandise Authorization (RMA) number before returning the product. This number must be visible outside the package and will be referenced by the shipping lead when the return is processed. Please reach out to your Reading Horizons Representative to receive an RMA number.

All direct instruction materials returned are subject to a 15% restocking fee. The original shipping and handling charges are not refundable.

Mis-shipped goods: Mis-shipped items do not require an RMA number. Please notify your Reading Horizons Representative to report mis-shipped goods.

Damages or Incorrect Items: If materials arrived damaged and/or incorrect items were received, please notify your Reading Horizons Representative to arrange for replacement at no cost.