# PROBLEM SOLVER FORM

## USE THIS FORM TO CORRECT ALL SHIPMENT PROBLEMS

## To Return Products:

- Complete problem solver form and include in package with returned product
- Never use newspaper to pack books
- Return damaged/defective merchandise the most inexpensive way
- For shipper damage, keep the original box and call for instructions

Customer Accoun	t #		
Name			
Customer P.O. # _			

## **Problem Codes:**

- 1. Damaged
- 2. Defective
- 3. Shortage (please make sure you were billed on the invoice before reporting shortage)
- 4. Overage (received but not billed for)
- 5. Overstock (please refer to the return policy in our catalog) [you can also get a return authorization number online at anchordistributors.com]

C	Othor	/	
Ο.	Other	(please explain)	

#### In US ship to: Anchor Distributors



1030 Hunt Valley Circle | New Kensington, PA 15068

DISTRIBUTORS Phone: 800.444.4484 or 724.334.7000 | Fax: 800.765.1960 or 724.334.1200

### In Canada ship to: Word Alive

WORD ALIVE 119 De Baets St. Winnipeg, MB R2J 3R9
Phone: 800.665.1468 | Fax: 800.352.9272

## Date of Return

Comments: _			_

You may use your own computer generated returns form. Please be sure to include your general account information, quantity, title, item #, and reason for the return. Thank you.

## **Action Codes:**

- A. Title being returned. Please credit my account.
- B. Title being kept. Please bill my account.
- C. Shortage found. Please credit my account.
- D. Not billed for titles being returned. Credit postage only.
- E. Send replacement with my next order.

Quantity Received	Quantity Billed	Quantity Short	Quantity Returned	Title	Invoice #	Date	ISBN or Speedy #	Retail Price	Discount	Problem Code	Action Code