PROBLEM SOLVER FORM

USE THIS FORM TO CORRECT ALL SHIPMENT PROBLEMS

In US ship to: Anchor Distributors
ANCHOR DISTRIBUTORS
1030 Hunt Valley Circle | New Kensington, PA 15068
Phone: 800.444.4484 or 724.334.7000 | Fax: 800.765.1960 or 724.334.1200

In Canada ship to: Word Alive
WORD ALIVE
131 Cordite Road | Winnipeg, MB R3W 1S1
Phone: 800.665.1468 | Fax: 800.352.9272

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 Account # _____

Name _____

Street _____

City/State/Zip _____

Customer P.O. # _____

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.

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]
6. Other *(please explain)* _____

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