

**USE THIS FORM TO CORRECT ALL SHIPMENT PROBLEMS**

- 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. # \_\_\_\_\_

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](http://anchordistributors.com)]*
6. Other *(please explain)*



**ANCHOR**  
DISTRIBUTORS

Phone: 800.444.4484 or 724.334.7000 | Fax: 800.765.1960 or 724.334.1200



WORD

Phone: 800.665.1468 | Fax: 800.352.9272

**Date of Return**

Comments:

**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.

[illegible]