



Retail Return Policy

For a full refund, you may return any item still in print in its original condition within two years of receipt. *Please note that any shrink-wrapped items that have been opened, items with non-TGBC stickers or residue, or items that are otherwise marked are considered damaged and may not be returned.* Shipping costs are non-refundable.

To make a return, please send an email to hello@thegoodbook.com with the subject line: "Return Request." Please include your store's name as well as the following for each item you wish to return:

- Title
- ISBN
- Qty
- Original PO/invoice number

You will receive a return authorization document and additional instructions within 1-2 business days. *If you return items without prior authorization we regret that we will be unable to provide a refund or credit,* as an authorization number is necessary for every package received in order to be processed by our distributor.

Once the return is received, you will receive a credit to your account. Checks or card refunds may be available upon request. If there is no PO or invoice number provided, the return will be processed at a 55% discount, unless you are notified otherwise. Damaged return items will not receive credit.

If you received your order with missing or damaged items: Please contact us so that we may correct any issues as quickly as possible.

Any additional questions regarding returns may be directed to our [Customer Service Department](#).



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