

**To make a payment:**

Great River Learning  
Attn: Accounts Receivable Department  
4050 Westmark Drive  
Dubuque, IA 52004-2624

Phone: 800-338-8309  
Fax: 563-589-1237  
Email: GRL\_AR@greatriverlearning.com

**Call Customer Service Directly:**

800-811-6471  
563-589-1000

Hours of operation: 7:30 a.m. - 5:00 p.m. Central Standard Time (Monday - Friday)

**E-mail: [GRLcustomerservice@greatriverlearning.com](mailto:GRLcustomerservice@greatriverlearning.com)**

FAX: 800-772-9165  
563-589-1046

MAIL: Great River Learning  
Attn: Customer Service Department  
4050 Westmark Drive  
Dubuque, IA 52004-2624

**RETURNS Policy Effective May 15, 2014**

Great River Learning always strives to ensure customer satisfaction with our products and services. Should it become necessary for you to return products, the following guidelines must be followed:

**Product Specific:**

Digitally delivered product is not returnable. For other non-returnable items, please refer to your original purchase invoice. Printed product must be unmarked, unstamped, un-stickered, unscratched, with no bent corners or torn covers. Prepackaged bundles must be in original and unbroken shrink wrap. Electronic Access Card Package seal must not be broken.

**Customer Specific:**

6 months from invoice date for the following customers:  
Bookstores, Schools, Associations, Professional Organizations, College  
Departments, Professors/Educators

1 month from invoice date for the following customers:  
Individual /Student Purchasers, Home Schools, Libraries

**Shipping Instructions:**

All returned product must be carefully packaged and arrive in resalable condition.

Great River Learning is not responsible for any return shipping charges including duties, custom fees, and taxes where applicable.

Send returns to: **Kendall Hunt Publishing Company**  
**C/O IPS**  
**1250 Ingram Drive**  
**Chambersburg, PA 17202-2987**

A copy of the original invoice, packing slip or chargeback with the ISBN and quantity being returned must be in each box.

If the returns instructions are not followed, credit will not be issued and we will discard the product that does not meet the requirements of our return policy.

**Questions regarding returns should be directed to:**

Email: [returns@kendallhunt.com](mailto:returns@kendallhunt.com) Fax: 563-589-7032 Phone: 800-344-9031

**Damaged Product, Defective Product or Missing Product:**

- All claims must be reported within 30 days or less by contacting the Customer Service Department at 800-811-6471 or e-mail [GRLCustomerService@greatriverlearning.com](mailto:GRLCustomerService@greatriverlearning.com)
- Save the shipping carton. This is necessary to facilitate a freight claim.
- Do not return merchandise until you receive our instructions to do so.