

Communication Center Returns Instructions

- Pack the books tightly in a sturdy carton. Most damage occurs when books move around in the box. Use packing paper or clean cardboard. Do not use foam “peanut” packing material or newsprint. If air pillows from the original shipment are used, additional packing material is required – the pillows lose air in transit. Lay the books flat in the box. DO NOT stand books on end! If books are returned in publisher cases or the original cartons, the inside and outside corners of the cartons may need to be reinforced to ensure that the books arrive undamaged.
- Enclose a copy of the invoice or packing list, and indicate the items being returned and the reason for the return. If the invoice or packing list is not available, list the code numbers and quantities of the items returned on church or school letterhead.
- **Returned books must arrive in new, unmarked and saleable condition. Credit will not be issued for books that arrive damaged because of poor packing.**
- Return all books via United Parcel Service or FedEx so the shipment can be tracked, if necessary. If books are returned through the US Postal Service, the carton must be insured. Please keep all return shipping receipts in case a claim needs to be filed.
- Ship returns to: **Communication Center Warehouse**
 4315 Ralph Jones Ct
 South Bend IN 46628

Thank you for your help!