

# BARNES & NOBLE

BOOKQUEST LLC

Used & Out of Print books brought to you by our Network of Dealers

Dealer:

ORDERED BY:

SHIPPED TO:

RETAIN THIS PACKING SLIP.  
YOU WILL NEED IT FOR RETURNS.

CUST. NO.

ORDER NO.

QTY	DESCRIPTION	ITEM #	PRICE

Used & Out of Print books are shipped separately.  
You may track any other items in this order by clicking  
Order Status at [www.bn.com](http://www.bn.com).

Customer Service: [usedbooks@barnesandnoble.com](mailto:usedbooks@barnesandnoble.com)

Merchandise Total  
Coupon Savings  
Shipping & Handling  
TOTAL  
Gift Certificate

## RETURNS

Used & Out of Print books must be returned to the dealer listed to the right on the customer return label. In order to receive your refund, the merchandise must be returned to the dealer in the same condition in which it was received, within 30 days of the shipment date. (See your order confirmation email or click Order Status at [www.bn.com](http://www.bn.com) to find out what date your order shipped.) Shipping costs are non-refundable. Your refund will be processed by Barnes & Noble BookQuest llc, once the dealer has acknowledged receipt of the returned book.

Note: Used & Out of Print books are not returnable to Barnes & Noble retail stores or Barnes & Noble.com.

**1 Reason for Return** (Please check only one):

Damaged in Transit

Other

Wrong Merchandise

(explain under "Comments")

Order Cancelled

(customer cancelled while in transit)

Comments:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**2 Carefully package the item and securely tape or glue the "Customer Return Label" provided to the package.** Be sure to include this completed form.

**3 Add applicable postage. (Dealers will not accept C.O.D. deliveries.)**

We suggest you return items via UPS or insured USPS Parcel Post. Should the item be lost or damaged in transit, carriers require that the sender file the tracer or claim.

## CUSTOMER RETURN LABEL

FROM:

TO:

PACKAGE ID:

↓ DEALER SHIPPING LABEL ↓

# BARNES & NOBLE

BOOKQUEST LLC

TO:

FROM:

ORDER NO.