McGraw-Hill Professional (MHP) Return Policy

- **Products** are returned prepaid in new, unmarked, and resalable condition. Used books, stickered, security label/tagged product, water damaged or other types of damaged products are ineligible for credit and are subject to being returned at the customer’s expense.

- **Returns will only be accepted for product originally purchased from McGraw-Hill.** Product purchased from other sources (wholesalers, publishers, distributors, or other sellers) will not be credited and are subject to being returned at the customer’s expense.

- **Out of Print** product will be accepted if received within 180 days of being declared OP and is in saleable condition. After 180 days, credit will not be issued and product will not be returned to the customer.

- **Val-paks, combos, and other shrink wrapped** packages or CDs/software is returnable if shrink wrap is not broken. Packages with broken shrink-wrap will not be accepted and are subject to being returned at the customer’s expense.

- **Products that include a CD, DVD, or software is returnable** if the CD, DVD, or software is unopened.

- **Stripped Cover Returns** require pre-authorization by your Sales Rep.

- **eBooks and other Digital product** which are downloadable, are not eligible for return.

- **Return Documents and Credit:** Copy of original invoice, packing list or invoice number required to receive credit at the original purchase price and discount. If invoice information is not provided, then MHP will search for an invoice and will use an invoiced price and discount as far back as 15 months. If no invoice can be found, at the publisher’s discretion credit will not be issued and product is subject to being returned at the customer’s expense.

**PLEASE NOTE:**

- **No returns consolidation credit or deductions will be accepted.**

- **Estimated/anticipated returns:** No estimated or anticipated returns deductions from remittances will be accepted.

- **Gaylords will not be accepted.**

- **Packing and carton weight:** Product should be returned in corrugated cartons (275 pound test, 45 pound per carton). Heavier/larger items should be packed on the bottom of the carton. Pack similar items together. Do not double stack pallets. Do not stack items on the edge of book bindings.

- **Nonreturnable items:** Products purchased on a non-returnable basis cannot be returned.

- **Damaged cartons:** Liability for product damaged in transit resides with the customer’s designated carrier.

- **Shortages and damaged or defective product must be reported upon receipt of the order.**

**Returns Address for all MHP Products**

McGraw-Hill Distribution Center
Returns Department
860 Taylor Station Rd.
Blacklick OH 43004

**Questions regarding returns, shortages, damaged/defective, please contact:**

email: Hep_customer-service@MHEducation.com
Phone: 800-338-3987

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