

Alucen Return Policy

ALUCEN provides **100% return** privileges for unsold books and custom course materials with the following terms and conditions:

- **Books** meeting the following conditions do not require pre-approval. All returns must be in saleable condition, have been ordered from ALUCEN within twelve months of return date, include sale and original price documentation and be sent prepaid shipping to:

Alucen Learning
51 Stetson Shrine Lane
Norwell, MA 02061

- **Course pack** return shipments must be approved for return and received by ALUCEN no less than 30 days and no more than 90 days after the first day of class. Return credit will not be issued if ALUCEN did not receive and approve a Return Merchandise Authorization Form within 90 days of the first day of class (can be requested separately). Please ship Course pack returns to:

Alucen Learning
21 Strathmore Road, Suite 2
Attn: Josh Lubov
Brookline, MA 02445

- Credit will be approved only for a requested quantity equal to or less than the expected enrollment originally submitted on the Course Pack Order Form or bookstore purchase order.
- Course packs must be returned in their original salable (as shipped) condition to be determined by ALUCEN production personnel. Acceptable returns will be credited at the original invoice price.
- Only one return will be processed per Course pack order. All returns requested for each Course pack must be included in a single form and shipment.
- The freight cost to return products to ALUCEN must be prepaid by the distributor and not charged to ALUCEN.
- Course packs that are determined ineligible for credit will not be returned to the customer.