

# PENWORTHY GUARANTEE FAQs



## Circulation Guarantee:

*Penworthy is committed to being an educational partner with our clients by providing titles that increase circulation and help you get the most value from your book budget. We demonstrate our commitment with a circulation guarantee: if any Penworthy Prebound Book does not meet your expectations for circulation in the first 60 days, we will replace it.*

## Binding Guarantee:

*Penworthy Prebound Books are guaranteed to meet your expectation for durability to help you get the most value for your book budget. If any title does not meet your quality expectation, we'll replace it.*

## Understanding the Guarantees and how they work:

- 1. Can I truly return any book that my kids don't like and you'll replace it?**
  - a. Yes, exactly. If you introduce the title(s) as you normally would and it doesn't circulate as you expect, just send it back and we'll replace it.
- 2. Who chooses the replacement?**
  - a. We'll choose the replacement together from books in the same format. We'll talk about why it wasn't popular with your kids so I can better understand their interests, and then we'll choose a better option.
- 3. If I'm returning a book because it didn't circulate, what if my replacement doesn't circulate any better?**
  - a. Then we'll do it all again. We know that customers choose Penworthy Prebound Books because they circulate more than other titles in their library. If we have missed the mark a bit for your library, we can fix that.
- 4. Are the Penworthy guarantees for all the books I buy from you?**
  - a. Our guarantee is on all Penworthy Prebound Books, so it excludes library bound books and board books.
- 5. What if the book I want to return is already processed?**
  - a. You may return books that have already been processed. If you would like the replacement titles cataloged and/or processed, they will be shipped with your next order that includes cataloging and/or processing.
- 6. Can I return a book that is damaged?**
  - a. Penworthy Prebound Books are guaranteed to meet your expectation for durability to help you get the most value for your book budget. If any title does not meet your quality expectation, we'll replace it.
- 7. If I want to replace a book, who pays for the shipping?**
  - a. If you are returning a book that didn't circulate, you are responsible for shipping the book back to Penworthy, and we will ship you the replacement at no cost.
  - b. If you would like a replacement for a damaged book, simply email a picture of the damaged books to your representative, and we will ship you a replacement. You do not need to return the damaged book to Penworthy.