

PENWORTHY GUARANTEE FAQs



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. **Is the Penworthy guarantee 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.
2. **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.
3. **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.
4. **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.