

PENWORTHY GUARANTEE FAQs

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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.

Binding FAQ:

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.

Return/Refund Policy Guarantee:

1. **Can I return a book that is damaged?**
 - a. Yes, 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.
2. **What if the book I received is processed and came damaged?**
 - a. Penworthy will replace/refund your book if it comes damaged. No cataloging or processing is offered on replacement items.
3. **If I want to replace a book, who pays for the shipping?**
 - a. If you would like a replacement for a book, please contact your sales representative. Who pays the shipping costs varies, depending if the title/s are damaged, duplicate copy, you want to replace an old book, and/or not to your standard.