



# FollettBound®

## Product Replacement Form

FollettBound items have a lifetime guarantee. If the binding fails, we will replace the book.

Binding failures include binding defects, such as:

- Pages falling out
- Binding coming unglued
- Stitching coming undone

Provide us with your list of defective titles, and we will be happy to replace them or set up a return for replacement.

### Step 1

If you have determined that your FollettBound book meets the binding guarantee criteria, you can request a replacement of the same FollettBound title.

### Step 2

Original Invoice #: (if available) \_\_\_\_\_ Date: \_\_\_\_\_

**Originally Purchased by:** \_\_\_\_\_ **Customer #:** \_\_\_\_\_ **Shipping Address:** (if different from left)

School Name: \_\_\_\_\_ School Name: \_\_\_\_\_

Address: \_\_\_\_\_ Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Phone: \_\_\_\_\_

Email address of person responsible for returns in your organization: \_\_\_\_\_

### Step 3

Complete the information below with all required fields.

SKU, ISBN or FLR # (Located on the back of book)	Quantity	Title	Barcode #	Reason for Return (i.e., defect description)

If more than 10 items, please contact your dedicated representative to set up a return.

Library processing required: Yes \_\_\_\_\_ No \_\_\_\_\_

We will use the processing specs and barcode range on file.

### Step 4

Please email this form to [fssreplacementorders@follettlearning.com](mailto:fssreplacementorders@follettlearning.com).

Please allow 3-4 weeks for the replacement items to arrive. If you do not hear from us within that time, email us at [customerservice@follettlearning.com](mailto:customerservice@follettlearning.com).