

For any defective, damaged, or incomplete orders, submit this form and send pictures if damaged or defective to lsiororderclaims@ingramcontent.com to assist us in a timely resolution to the claim. Claims must be reported within 45 days from shipping date to be accepted. Keep your books and packaging until your claim has been resolved.

Customer # _____ Order # _____

Batch # *(found on the bottom left side on the last page of the book)* _____

Select the box that best matches the issue:

Books are defective *(print/manufacturing issues)*

Partial order not received

Order not received

Books are damaged in transit *(packing issues, package damaged)*

Please provide tracking #s _____

Please provide the ISBN(s) and quantities of those units affected

ISBN _____ Quantity _____

ISBN _____ Quantity _____

ISBN _____ Quantity _____

Entire order is affected

Part of the order is affected

Do you still have the books? Yes No

Are these books for a scheduled event? Yes (please provide date: _____) No

Please provide a brief description of the issue: _____

Do you have photos illustrating the issue? Yes (please attach to email) No

Are you requesting Replacement books Credit

If requesting replacements, please confirm shipping address

Name _____

Address _____

City _____

State _____ Zip _____

Telephone (____) _____