

Contexo Media Returns Policy

To receive a credit or refund, books must be returned to Contexo Media in an unmarked and salable condition. All returns must be accompanied by a Contexo Media Return Authorization. Please contact us at partners@contexomedia.com to obtain an authorization.

Return shipment costs are the customer's responsibility unless there was an error in shipment by Contexo Media. Please check all shipments upon receipt so that any issues with shipments or claimed damages or defects can be addressed. It is important to note that all shipment issues must be reported within 30 days of shipment for immediate resolution.

All returns must be shipped through a carrier providing tracking information. Upon receipt of a return, Contexo Media will confirm the quantities of products returned and then notify the reseller while also generating a credit memorandum for the returned product(s).

In order to process the return in a timely manner, we require that the original order or invoice number be listed on the return packing slips for each title returned along with the reason for the return. We do not provide credit for original shipping costs.

The Partner Accounts team regularly contacts our resellers, distributors, wholesalers, and partners in order to understand any inventory exposure and to manage the returns process proactively. Your assistance in providing inventory status and reasonably accurate estimates of inventory counts is appreciated.

2010 Edition Year Product

We will not accept returns for the 2010 edition year after July 31, 2010. Orders taken for 2010 product after July 31, 2010 are not returnable. Any editions prior to 2010 are not returnable.

2011 Edition Year Product

We will not accept returns for the 2011 edition year after May 31, 2011. Orders taken for 2011 product after May 31, 2011 are not returnable. For any 2011 edition year books published after January 31, 2011, no returns will be accepted more than 90 days after shipment.

All Updateable, Electronic, Software, or Online Products

These products include, but are not limited to, the Medicare National Correct Coding Sourcebook, CodeItRightOnline™, ASCII files, etc. All sales are final and not returnable unless there is a product or manufacturing defect.