



Bahá'í Distribution Service

1233 Central Street Evanston IL 60201
Phone: 1.847.853.7899 / 1.800.999.9019
Email: bds@usbnc.org

Receiving Order Instructions:

- a. When you receive your shipment, check the contents of your packages and make sure the quantities are correct (matching your packing slip and the invoice you received from our office). Check to see if the books are in good condition. The packing slip listing all the items in the shipment, will be inside one of the boxes.
- b. Your shipment will most likely be in more than one box. Please check the markings on all boxes to make sure you have received the entire shipment (example: Box 1 of 4, Box 2 of 4, Box 3 of 4...etc.).
- c. If you receive any items in **damaged condition** or if items are missing from your order please **contact us immediately by phone at 800-999-9019** so we can resolve the issue.
- d. Remember to save your packing materials for your return shipment.
- e. The invoice will be mailed to your Local Spiritual Assembly's billing address.
- f. To receive credit for damaged items, you must contact us **within 10 days of receiving the shipment (This offer is not available for Book rate shipment)**. Please have your account number and invoice number available when you call. We **CANNOT make adjustments after 10 days of your shipment arrival.**

Return and Payment Instructions 2022

Keeping your products

If you wish to keep your products to stock your current bookstore, you do not need to do anything. The invoice has been sent to you and your assembly has **30 days from the invoice date** to pay the charges.

Please send payments to:

Baha'i Publishing Trust
P.O. Box 735238
Chicago, IL 60673-5238

Your job is done!



Bahá'í Distribution Service

1233 Central Street Evanston IL 60201
Phone: 1.847.853.7899 / 1.800.999.9019
Email: bds@usbnc.org

Returning your products

Please keep in mind that Bahá'í Distribution Service is an agency of the National Spiritual Assembly and all books and merchandize will be entrusted to you and your assembly for the period of convention.

Unsold merchandise (except for those not in our list of items) can be returned for credit. The Bahá'í Distribution Service (BDS) wants to make sure you get full credit for your Unit Convention returns. **You are responsible for lost return shipments and any damages that occur during return shipping** just as BDS is responsible for lost shipments and damaged items sent to you. We strongly recommend that you return the merchandise via UPS so lost shipments are traceable and claims can be made for losses.

The following checklist was compiled to help you prepare your return shipment and has been created by identifying the most commonly made mistakes when preparing bookstore returns.

Merchandise Must Be In As-New Condition Only, Sealed in the Original Packaging.

- a. Print the “**Unit Convention Return Form**” and your original invoice. Clearly print your information. List quantity of all the remaining items you wish to return. Add any additional items not listed on the form in the provided area at the bottom of the page.
- b. Include a copy of the packing slip in the box with your items.
DO NOT INCLUDE PAYMENTS INSIDE THE CARTON.
Indicate the community name and return address on the outside of the boxes.
- c. Insert a piece of cardboard on top of the contents before the carton is sealed. Cartons are cut open with utility knives and the top layer of merchandise may be damaged if not protected. Use shipping tape to securely seal the carton. Do not use masking tape, as it will not hold up during shipping.
- d. **Send all returnable MERCHANDISE** to our warehouse at the address below along with a copy of all the original Unit Convention invoices and a packing slip listing the returned items:

**WarePak
Baha'i Distribution Service
Return Department
2427 Bond St
University Park, IL 60484**



Bahá'í Distribution Service

1233 Central Street Evanston IL 60201
Phone: 1.847.853.7899 / 1.800.999.9019
Email: bds@usbnc.org

- e. **We suggest return shipments be made via UPS or other traceable carrier.** This ensures your shipment will arrive in a timely manner and can be located if lost in transit. UPS will automatically insure your shipment for a value up to \$100.00. If the value of the shipment exceeds this amount, you may wish to purchase additional insurance. **UPS and the Bahá'í Distribution Service will not be held responsible for any damage that results from poor packing methods or materials.**
- f. A **5% restocking fee** is charged on all returns received in our warehouse on or before **October 31, 2022**. A **15% restocking fee** is charged on all returns received to our warehouse on or after **November 1, 2022**.
- g. You will receive a credit memo after October 31, 2022 reflecting a list of your returned items and restocking fees.
- h. Your assembly has **30 days from the date on the invoice date** to make the payment. Overdue accounts will be placed on hold, which could temporarily disrupt your ability to order books and teaching materials in the future.

Payment Must Be Sent to:

Baha'i Publishing Trust
P.O. Box 735238
Chicago, IL 60673-5238

Additional useful shipping information

1. All items must be returned in new condition, sealed in their original packaging. **CREDIT CANNOT BE GIVEN for any material damaged during your convention or in return shipment.** Only items that received at our warehouse in their original condition will be accepted and credit will be issued to your account. We regret that we cannot issue credit for any of the following reasons:
 - a. Price stickers or written prices in or on the merchandise
 - b. Merchandise damaged during return shipping



Bahá'í Distribution Service

1233 Central Street Evanston IL 60201
Phone: 1.847.853.7899 / 1.800.999.9019
Email: bds@usbnc.org

- c. Partial packs of merchandise – i.e.: 5 copies of a brochure sold in packs of 10. Items sold in packs or as a set cannot be returned for credit if it has been opened and part of the contents sold
 - d. CDs, DVDs or software opened and/or not in the original packaging
 - e. Returned items purchased from other companies
2. **SAVE PACKING MATERIALS.** Any packing material in your order can be reused in your return shipment to protect the contents from damage.
 3. **OBTAIN NEW BOXES** approximately the same size as the BDS boxes to use for your return shipment. We suggest obtaining new boxes from your local shipping & packaging store. The boxes used for your shipment are designed to be used once. Reused cartons may split open and cause damage to the contents. If you choose to use these boxes, examine them carefully for wear and tear. Place additional packing tape around all sides of the box. When you choose new boxes, do not use boxes larger than the ones you received. Books are too heavy to pack in larger boxes and the chances of incurring damage during shipment are greatly increased.
 4. **WRAP BOOKS WHICH HAVE LIGHT COLORED OR DELICATE COVERS** – leather, cloth, or white – to protect them in shipment. Movement of the merchandise during shipping may result in the ink from dark covers rubbing off onto lighter colored covers.
 5. **DO NOT USE NEWSPAPER TO WRAP BOOKS OR USE AS PACKING MATERIAL.** The ink rubs off onto the book covers and damages the books. Use only plain brown or white paper to protect covers and cushion contents.
 6. **WRAP CDs AND VIDEOS IN BUBBLE WRAP TO PREVENT DAMAGE TO THE PLASTIC CASES.** Do not pack these items on the top of the carton. CDs should be packed in the center of the box. They are easily damaged and extra care is needed.
 7. **INCLUDE ONLY ITEMS PURCHASED FROM BAHÁ'Í DISTRIBUTION SERVICE SPECIFICALLY FOR YOUR UNIT CONVENTION.** Credit is not given for items purchased from other distributors.



Bahá'í Distribution Service

1233 Central Street Evanston IL 60201
Phone: 1.847.853.7899 / 1.800.999.9019
Email: bds@usbnc.org

8. **PACK HEAVIER BOOKS AND MATERIALS ON THE BOTTOM OF THE CARTON.** A stack of 10 magazines may weigh more than a hardcover book. Use appropriate sized cartons to restrict movement during shipment. Small items such as booklets should be secured by a rubber band as they can shift, damaging the pages of larger books.
9. **DO NOT OVERLOAD THE CARTON.** It is better to bear the cost of shipping two mid-weight cartons than to have one heavy carton break open during shipping and lose credit on the damaged items.