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## Refund Policy for On-Line Purchases

1. Damaged and defective products - Legacy Publishers makes every effort to ensure that a quality check is conducted prior to shipment. Should a customer receive damaged or defective product, the following procedure should be followed:

- a. If the product is defective, return it to Legacy Publishers within 15 days along with a copy of the packing slip. Replacement product will be shipped within 30 days.
- b. If the product is damaged by the shipper, customer should contact the shipper for reimbursement.
- c. If the product is damaged due to packing, the product should be returned to Legacy Publishers with a copy of the packing slip and an explanation of the nature and cause of the damage. If damage is due to packing, Legacy will replace the product. Disputes will be handled on an individual basis.
- d. Shipping costs for returns are the responsibility of the customer.