APOLOGIA RETURNS MADE EASY!
Follow these 3 steps for a speedy return:

1. Where to ship
   - All returns must be shipped to our warehouse address within 90 days of purchase in resalable condition:
     
     Apologia Educational Ministries, Inc.
     c/o LSC Communications-Returns Dept.
     677 Brighton Beach Road
     Menasha, WI 54952
     
     - Returns to our Anderson office will not be accepted.

2. How to ship
   - We recommend returning materials via UPS as they automatically provide tracking numbers and up to $100 insurance against loss or damage.
   - However you choose to ship, please have the package properly insured against loss or damage based on the value of your shipment.
   - Any claims for lost or damaged packages are the responsibility of the shipper.
   - Customers are responsible for the cost of return shipping.

3. Pack it carefully!
   - Please ship the materials in a sturdy box with adequate padding.
   - Please include the receipt or packing list, specify the items being returned, and indicate the reason for return. (Use form below).
   - Damaged items will not be accepted for return.

* Opened CDs/DVDs or items damaged due to insufficient packing will not be accepted for return.

** Retailers/Distributors and Schools must secure prior authorization for returns from our Returns Representative. A 15% restocking fee will be applied to all returns from retailers/distributors and schools.

*** Please direct all billing inquiries to our Customer Service Department at (765) 608-3280.

<table>
<thead>
<tr>
<th>Name: _____________________________</th>
<th>Order #: __________________</th>
<th>Customer/Account #: __________________</th>
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<table>
<thead>
<tr>
<th>Item #</th>
<th>Description</th>
<th>Quantity</th>
<th>Reason for Return</th>
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REASON CODES:
1. Not needed/wanted  2. Ordered wrong product  3. Received wrong product  4. Defective  5. Damaged