

HAMMER CONSULTING LLC
RETURN POLICY FOR BOOKSTORES
SERVING UNIVERSITIES AND
OTHER EDUCATIONAL SETTINGS

1. Sales of the Intercultural Conflict Style (ICS) Inventory + Interpretive Guide and Facilitator's Manual to individuals or corporate, government and non profit entities are final.

2. Hammer Consulting LLC may accept overstock returns from bookstores who serve the needs of providing course materials for a university or other similar educational setting. Returns are accepted for those orders placed and processed through Hammer Consulting LLC only. A request to return overstocked ICS inventories **must be submitted** following the add/drop registration period for each semester or quarter. To avoid unnecessary returns, all approved overstocked request items **must** be returned at the end of each semester or term intended for their use and before the beginning of a new term/semester. Accumulated overstocked items carried over into the next semester/term will not be accepted.

3. Each instructor (not department or school) wishing to use the ICS materials must obtain/purchase a copy of the ICS Facilitator's Manual. The manual is not returnable as overstocked material. Only overstocked ICS Inventory + Interpretive Guide (sets) not sold due to lack of expected class enrollment are accepted as return items. A refund or credit will not be issued for incomplete sets.

Hammer Consulting LLC does not accept returns due to “a change of mind” by the instructor regarding use of the material. A Review Packet containing one ICS Inventory + Interpretive Guide and one Facilitator's Manual is available (and for sale) to allow instructors an opportunity to preview the materials in advance.

4. Bookstores wishing to return overstocked materials must contact Hammer Consulting LLC in writing and provide the original Hammer Consulting LLC Invoice number and associated purchase order if applicable and the number of ICS Inventory + Interpretive Guide sets requested for return, and state the reason for the returns. Materials shall not be mailed back to Hammer Consulting LLC until the bookstore receives approval of their return request.

5. After approval by Hammer Consulting LLC for the return, the bookstore shall properly package, insure, and ship the materials to Hammer Consulting LLC physical address at the bookstore's expense. Materials must be received in good and resalable condition in order to receive a full refund. The original invoice must be paid in full prior to issuing a refund or credit. Hammer Consulting LLC reserves any and all rights to reject returned items not received in resalable condition.

6. Upon receipt and inspection of the returned items, Hammer Consulting LLC will send a refund check for the cost of the ICS materials only within 45 days. The bookstore shall provide the address and contact information as to where to mail the refund.