

TALES FROM THE RICKHOUSE

Wholesale Returns and Defective Merchandise Policy

Effective August 8, 2026

Tales from the Rickhouse is committed to providing readers, retailers, wholesalers, and other business customers with merchandise that meets reasonable commercial quality standards. The following policy applies to wholesale and business-to-business purchases unless different terms have been agreed to in writing before the order is placed.

1. General Returns Policy

All sales are final unless merchandise is damaged, defective, incorrectly shipped, or a return has been approved in writing by Tales from the Rickhouse. Return privileges are not implied by acceptance of an order.

2. Damaged, Defective, or Incorrect Merchandise

Claims involving damaged, defective, or incorrectly shipped merchandise must be submitted within 30 days of delivery. The claim should include the purchaser's name, invoice or order number, quantity affected, a description of the issue, and clear photographs when reasonably available.

Qualifying defects may include missing or duplicated pages, illegible printing, improper trimming, binding failure, significant production defects, or merchandise damaged before or during shipment.

3. Typographical and Editorial Errors

Minor typographical, spelling, grammatical, punctuation, formatting, or factual errors are not considered manufacturing defects and do not constitute grounds for return, refund, replacement, deduction, or chargeback.

If an editorial or production error materially affects the usability of the book, Tales from the Rickhouse may, at its discretion, authorize replacement merchandise or an account credit.

4. Unsold, Overstocked, or Slow-Moving Inventory

Unsold, overstocked, slow-moving, discontinued, or seasonal inventory is not returnable unless return privileges were specifically approved in writing before the order was placed. No deduction, chargeback, disposal credit, or return allowance may be taken without prior written authorization.

5. Return Authorization

All returns require prior written authorization from Tales from the Rickhouse. Unauthorized returns may be refused and returned to the purchaser. Approval of a claim does not automatically require the physical return of the merchandise; instructions will be provided when a return is necessary.

6. Remedies for Approved Claims

Approved claims may be resolved, at the discretion of Tales from the Rickhouse, through replacement merchandise, an account credit, or a refund of the purchase price of the affected merchandise. Reasonable shipping charges may also be credited when the claim results from an error by Tales from the Rickhouse or its fulfillment provider.

7. Inspection and Final Determination

All claims are subject to review and, when applicable, inspection. Tales from the Rickhouse reserves the right to make the final determination regarding whether merchandise qualifies as damaged, defective, incorrectly shipped, or otherwise eligible for an authorized return or credit.