

# TresAngeli.com Return Policy

## U.S. & Canadian Customers

- New and unopened merchandise may be returned within 60 days of receipt for an exchange or refund of the merchandise cost only (we are unable to reimburse shipping costs\*). Items must be returned in unused/unmarked/sellable condition.
- If you received a defective, damaged, or incorrectly shipped item from us, please email us ([customer.service@TresAngeli.com](mailto:customer.service@TresAngeli.com)) so that we can fix this for you! We will gladly ship a replacement and assist you with your return.
- Any return that does not comply with the above policy may be rejected or may be subject to a restocking fee, at our discretion. In general, restocking fees start at 20% but may be significantly higher depending on the condition of the return.

\* Merchandise prices appear on the website as “price includes shipping/free shipping.”

TresAngeli absorbs the cost of shipping and handling in the purchase price and it is reflected on your invoice. In case of return, we are unable to refund the shipping and handling charge. Shipping and handling charges will not exceed \$3.95 for individual purchases of a non-commercial nature. For commercial returns, please see shipping cost on original invoice.

## Ship Your Return Via U.S. Postal Service To:

TresAngeli Publishing LLC

P.O. Box 325

Latrobe, PA 15650

Attention: Returns Department

## When Returning Items:

- We recommend insuring your return. Because this is a post office box, please do not send your package by UPS or FedEx. Books may be shipped via USPS Media mail.
- Please allow 1-3 weeks for the return to be received and processed. An email confirmation will be sent once we receive your return or exchange.

## International Customers:

Please contact us at [customer.service@TresAngeli.com](mailto:customer.service@TresAngeli.com) before returning any product.