



Cross-Cultural Communications (CCC) Product Returns Policy

A product return request must be received in writing no later than 30 calendar days after original date of purchase. Please email return requests to: CLP@cultureandlanguage.net. Original shipping and handling charges paid by the customer will not be refunded and the customer must ship returned items to CCC at customer's own expense. Moreover, the 3% merchant service fee that is automatically deducted on all credit card transactions is not refundable; therefore, refunds on purchases made by credit card will be minus this 3% fee.

A product return request should include:

- Invoice or Order Number
- Date purchased
- Book title
- Quantity to be returned

Please ship approved returns to:

Cross-Cultural Communications, LLC
Attn: Andrew Hall, Publications Manager
10015 Old Columbia Road
Suite B-215
Columbia, MD 21046

Only products in new, resellable condition will be accepted for returns. In the event products are not received in new, resellable condition, products can be returned to customer at customer's expense. We do not accept returns of DVDs. We recommend packing products tightly with paper or air pouches to help ensure safe delivery. We also recommend that customers ship returns via a trackable shipping service. CCC will not be responsible for issuing a refund until a return request has been approved and products have been returned to our office.

Refunds will be issued in the same manner in which original payment was made. Credit card payments will be refunded to the customer's credit card. Purchases made by check will be refunded by check.

Electronic (Ebook and Eproduct) Returns Policy

An electronic product return request must be received in writing no later than 30 calendar days after original date of purchase. Please email return requests to: CLP@cultureandlanguage.net.

A product return request should include:

- Invoice or Order Number
- Date purchased
- Book title(s) to be returned



If a request is granted, the user relinquishes all rights to further access to the ebook or eproduct being returned. Refunds will be issued in the same manner in which original payment was made. Credit card payments will be refunded to the customer's credit card. You will receive an immediate notification when the refund is applied, though it may take several business days processing time by the relevant bank or credit card company for the refund transaction to be completed.