

“Your bookstore discount and terms are incredible. I asked your rep to repeat himself I was so certain I’d heard him wrong. You make it very easy to work direct.” – David C., Mountain High Books and Gifts

“Thank you, Windstorm, for allowing us to work out a payment plan that still let us place orders while paying down our outstanding balance. ... You gave us the chance we needed to get back on our feet again.” – Claire M., The Buddy Store

Our Returns Policy

50% discount granted if books are paid for (via phone, fax or PayPal; or postmarked by and sent via post) within 60 days of the Ship Date on the original invoice. If books are purchased for a reading or signing (an “event order”) a 90 day window will be extended.

After 60 days (or 90 days if applicable as described above), the discount is invalid. All accounts receive one reminder call, email or postcard at 50 days. Event orders receive this reminder at 85 days with the discount removed after 90.

If an account is 90 days past the Ship Date (or 120 days for event orders), the account will receive a second reminder. Five days after the second reminder, the account is turned over to collection.

Payment is accepted via PayPal to orders at orchardhousepress dot com (must include purchase order number in the “Message” field); check or money order via post, or by credit card by fax to 206-350-7963.

If you are having problems paying your outstanding bill, call or email us immediately – before the bill is past due. We have willingly set up payment plans. However, if you contact us about a payment plan after the 60 day/90 day window, your discount will still be lost. No payment plans can be negotiated after an account has been turned over to collection.

After two late payments, or one order turned over to collection, all future orders must be pre-paid.

Procedure for Returning Books

“Your return procedures are common sense. Providing an acceptable return should be second nature to all long-time owners but your step-by-step is great for those just starting out.” – David C., Mountain High Books and Gifts

You do not need to call for permission or approval to send a return. Your return must be postmarked before your 60-day standard or 90-day event window or your discount will be lost and your credit will be issued reflecting this.

All returns must be shipped using an appropriate box (32 lbs ECT/65 lb GWL) and ample packing materials (unprinted paper, bubble wrap or “peanuts” around the outside edges and top of the books, holding them tightly together) so that returns are received in resale condition. A good rule of thumb is the contents of a box should not shift when you shake the box. Never pack books vertically. We recommend using shipping insurance (UPS has an excellent, inexpensive program for use in combination with their Ground service).

If returns are received damaged, we will provide you with extensive documentation including photographs of the box, each damaged book, the name of the staff member who received the box, and the date on which it was received. Credit will be issued for any copies that were not damaged beyond resale condition.

Send returns to:

Orchard House Press
Re: P.O. # (insert your original purchase order number here)
7419 Ebbert Drive Southeast
Port Orchard, Washington 98367