

Replacement Process for Defective Textbooks

RTully 2007Mar23

- Identify the defect
- Inventory the number of volumes containing the defect
- Contact the school-based textbook contact person
- Log on to the School Book Depository web site (<http://www.fsb.com>)
- Scroll down to Customer Service
- Click on “Report Damaged Materials”
- Textbook contact uses established password to log in and report
- Schoolbook Depository should replace all books at no charge