

Refund Policy

Returning Items Bought from Tonydeoleo.com

If you're not satisfied with your purchase, you may return it for a refund. We will issue a refund for the purchase price of the item plus any applicable taxes to your original form of payment for items returned within 30 days. All returned items must be in their original condition; shrink-wrapped products must be unopened. Shipping fees are not refunded.

Our return department is :

**Deoleo Digital Publishing LLC
Returns Department
506 S Spring st suite 13308 –SMB 12182
Los Angeles California 90013**

Please Note:

You will be required to pay for return shipping. Shipping charges are non-refundable.

- Books
- DVDs
- CDs
- Games

You can also mail the item with the original packing slip to:

**Deoleo Digital Publishing LLC
Returns Department
506 S Spring st suite 13308 –SMB 12182
Los Angeles California 90013**

Items That Cannot Be Returned

E-book, all digital content and other downloaded purchases, including but not limited to downloadable PDFs gift cards, audiobooks, are not returnable. However if you are having compatibility or quality issues with your content, please use our contact form to contact us for assistance.

Bulk orders of 50 or more copies are non-returnable.

1. About Bulk Ordering

2. Placing a Bulk Order in tonydeoleo.com
3. For assistance with placing a bulk order, please contact your tonydeoleo.com website please contact us using the contact form on the website and ask to speak with the Community Business Development Manager, who will be happy to assist you with requesting a price quote and placing your bulk order.
- 4.
5. Information Needed When Requesting a Quote for a Bulk Order
6. If you would like to place a bulk order, please have the following details when speaking to the Community Business Development Manager :
7.
 - Name, phone number, and company/institution.
 - Date when the titles need to arrive (MM/DD/YYYY) - Full date required.
 - Ship-to address (including City, State and Zip).
 - Ship-to phone number.
 - If you plan to pay with a Purchase Order, please note that in the "Additional Message" section of the Request for Pricing form.
8. Price Quotes & Inventory Checks
9. Price Quotes for volume orders are valid for 30 days. If a quote is accepted after the 30-day period, please work with your local Barnes & Noble store representative to ensure pricing has not changed.
10. We will check inventory at the time of the quote. However, until we receive confirmation of the order, we are not able to confirm whether or not the quantity you've requested is available.
11. Bulk Orders for Gift Cards
12. For information about placing large quantity Gift Card orders, [click here](#).
13. Accepted Payment Methods
14. [Tonydeoleo.com](http://tonydeoleo.com) accepts all major credit cards. In addition, schools and institutions may purchase on a purchase order.
15. Purchase Orders
- 16.
17. Bulk Orders Shipping Internationally
18. To request a price quote for an order shipping internationally, or to place an international bulk order, please contact us using the contact form and ask to speak with that site's Community Business Development Manager, who will be happy to assist you.

19. International Shipping charges (outside of the contiguous United States) for bulk orders are based on weight and destination. If you are interested in shipping internationally, please provide full ship-to address, including postal code, at the time you request a price quote.
20. Shipping and Delivery
21. Bulk orders can be shipped to multiple addresses. The Community Business Development Manager will assist you with coordinating and confirming shipping delivery and instructions.
22. Depending on the type of order, the order due date and any special circumstances, shipping and handling fees may or may not apply.
23. For assistance with determining these costs, you may speak with the sites Community Business Development Manager, or submit a request for pricing form at tonydeoleo.com to determine the potential cost of your bulk order.
24. Taxes
25. Normal taxes apply to bulk orders. If your organization is tax exempt, you will be asked to provide a tax-exempt number and/or certificate.
26. **Bulk Order Return Policy**
27. All bulk sales are non-returnable.
28. However, if you feel that there are special circumstances and Deoleo Digital publishing should accept the product return, please contact the site's Community Business Development Manager who will work with you to find a solution.
29. **Receiving Bulk Order Emails**
30. If you do not receive a response to your request for a bulk order price quote within three business days, there is a good chance this email is being blocked by email filtering software in your computer, your email or internet provider, or your workplace email system.