



American Statistical Association Publications Cancellation Policy

Return/Restock Request

The ASA must be notified in writing (email or fax below) immediately (no later than four weeks after ASA shipped date) of all volumes received in damaged condition with either a request to return and replace or a request for refund. No claims for damaged goods will be accepted after that period.

The ASA will refund 75% of the purchase price of publications volumes returned for restock by nonmembers who are in compliance with the following procedure. Volume(s) to be returned to the ASA must have been ordered within the last six months, and must be in excellent condition [no damaged or altered volume(s) will be accepted].

1. A letter of Request for Permission to Return Volume(s) Previously Ordered must be forwarded to the ASA prior to returning the product. The letter must contain the full name and address of the party originally ordering the volume(s), and should be accompanied by a copy of the original order and copy of payment. Please allow two weeks for review, verification, and letter of Return Permission Acceptance or Denial.
2. When the volume(s) are received at the ASA and their condition for resale determined, the ASA will contact the originator of the request with a letter of receipt and a quote of the refund amount to be issued. A restock fee of 25% of the publication cost will be deducted from the publication cost. A check will be issued within 30 days of the letter of receipt and refund amount.
3. If it is determined that a partial refund is in order (part of the volumes returned are not in acceptable condition for resale), a letter of explanation will be sent to the originator with a quote of the refund to be granted; the unacceptable volumes will be returned to the originator. If it is determined that none of the volumes returned are in excellent condition and the packaging is not a factor, the volumes will be returned with a letter of refusal.

Cancellation Requests

A written request for cancellation of subscriptions must be received by the ASA within the first six months of the calendar year of the subscription period. A refund will be issued on the unused portion of the cost of the publication subscription within 30 days of the date of receipt of the cancellation request.

For questions, please contact:

ASA Customer Service
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