

## AUTHORISED RETURNS POLICY AND CONDITIONS RETURNS

Certain products may be returned for credit.

The following conditions apply:

1. Products for return can only be accepted up to **12 months** and not before **3 months** from the date of our invoice
2. Products for return must:
  - be in mint condition and suitable for resale. **All stickers, labels and marks must be removed.**
  - have been invoiced by Wakefield Press
  - be accompanied by the relevant authorisation documentation with authorisation number attached
  - be returned in one shipment
  - be received in our warehouse within 30 days of authorisation
  - be addressed to: Wakefield Press Returns Department, 16 Rose Street, Mile End SA 5031.

### AUTHORISATION REQUEST

*Customer*

1. List the product details including description, quantity, ISBN
2. **Include the relevant invoice number**
3. Email your request to [returns@wakefieldpress.com.au](mailto:returns@wakefieldpress.com.au)

*Wakefield Press*

1. Process the request and provide an authorisation number for allowable returns and values

*Customer*

1. Write an authorisation number on side of carton (*carton will be returned at your expense if number not on side of carton*)
2. Enclose authorisation documentation with authorisation number attached
3. Pack securely
4. Prepay freight charges

### NOTE

Products received will be returned at your cost if they are:

- unauthorised
- not suitable for resale
- not invoiced by us
- not accompanied by the relevant documentation and authorisation number
- insecurely packed and damaged
- not prepaid