



**INSTITUTE**

*Global Educators*

# **BOOKSHOP RETURNS POLICIES**

**Conditions of purchase:** Customers please select your purchases carefully for your courses. Teaching Centres should provide you with a booklist. The Bookshop allows a window of opportunity for genuine exchanges / returns.

## **Texts & Modules:**

- Provided a return is made within 7 days of purchase date with receipt produced as proof of purchase and item is in mint condition (check the item has not been written in/on), a refund will be allowed
- There will be no refund when seal wrapping is broken rendering the item "used" and not resaleable except where an item is misbound or contains a faulty disk or CD
- If an item is misbound or contains a faulty disk or CD, the item will be exchanged on return for equivalent
- SAI (Standards Australia) goods are firm sale only and no return is available on purchases, except where an item is misbound or otherwise faulty

## **Disks, CD's, Calculators, Electronic equipment, Software: (including texts & modules which contain a disk or CD):**

- Refunds not permitted unless the item is faulty in which case the item will be exchanged on return for equivalent

## **Art Materials:**

- Provided a return is made within 7 days of purchase date with receipt produced as proof of purchase and item is in mint condition, a refund will be allowed
- There will be no refund when seal wrapping is broken except if item is faulty
- If an item is faulty, an exchange for equivalent purchase is allowed
- Paper supplies are not refundable, unless the supplies are returned on the day of purchase and supplies are in mint condition
- Art markers are not refundable, unless the markers are returned on the day of purchase and markers are in mint condition

## **Stationery:**

- Provided a return is made within 7 days of purchase date with receipt produced as proof of purchase and item is in mint condition, a refund will be allowed
- There will be no refund when seal wrapping is broken except if item is faulty
- If an item is faulty, an exchange for equivalent purchase is allowed

## **Sale items / Reduced price sale:**

- Refunds not permitted, purchase is firm sale, unless item is misbound or faulty and this was not identified at time of sale

## **Kit items:**

- Where items are purchased as part of a materials kit, individual items are not eligible for return. Kits may be returned in full within 7 days of purchase date with receipt produced as proof of purchase, and all items in mint condition
- Faulty individual items purchased as part of a materials kit will be exchanged on return for equivalent

**PLEASE RETAIN YOUR RECEIPT AS PROOF OF PURCHASE**