



**OXFORD**  
**UNIVERSITY PRESS**

## ***RETURNS GUIDELINES***

Your assistance is requested to support a quick and accurate returns process. When making a return please note:

- Books must be in perfect condition for full credit (stickers removed) unless damaged/imperfect on receipt of original order
- Pack returns adequately to avoid damage in transit, and take into consideration the Health & Safety of others, ensuring individual carton weight does not exceed 17kgs
- Authorisation to return must be obtained from the relevant OUP Publishing Division contact before books are despatched
- The Educational Division returns policy is within 6 months from date of invoice
- Enclose Authorisation to Return document, include original invoice details, and place paperwork in an envelope on top of the books
- Complete Return label details clearly – including the number of cartons e.g. 1 of 2 etc. and enclose Returns paperwork in Box 1 and mark the carton 'Paperwork Enclosed'

Your co-operation will be much appreciated