

## **Emerald Books – Standard Returns Policy**

### **Return for credit**

No books will be credited within three (3) months or beyond twelve (12) months of original invoice date with the exception of imperfect copies.

All books returned for credit must be accompanied by invoice information (original invoice number, date, and purchase price). Books received without such documentation will not be accepted.

### **Condition of books**

Books returned for credit must be in re-saleable condition with price stickers, prices etc. removed. Stickered books will not be credited.

### **Out-of-print titles or old editions**

We will accept books that are out of print or superseded by a new edition for return for three (3) months after being placed out of print or superseded by the new edition.

### **Carriage costs**

Returns will be made at the customer's expense except in the case of books sent in error.

### **Books received outside of the returns policy**

Books that fall outside the returns policy may be returned to the customer or disposed of after three (3) months following consultation with the customer.

### **All returns should be sent to:**

#### **Americas (Inc. Latin America and Canada)**

Books International  
Turpin Goods In  
Attn. Emerald Returns  
22883 Quicksilver Dr., Dulles, VA 20166

Tel: +1 860 350 0041  
Fax: +1 860 350 0039  
E-mail: [turpinna@turpin-distribution.com](mailto:turpinna@turpin-distribution.com)

#### **UK, Europe and Rest of World**

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