



Pick-a-WooWoo Publishers

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 **6 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 Pick-a-WooWoo Publishers
 - 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: Pick-a-WooWoo Publishers: Warehouse – Lot 8276 Staff Street Nannup, Western Australia 6275

AUTHORISATION REQUEST

Customer

1. List the product details indicating description, quantity, ISBN
2. Include the relevant invoice number
3. Fax or mail your request.

Pick-a-WooWoo Publishers

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

Customer

1. Write authorisation number on outside of carton (due to the volume of booksellers we deal with we will have to *return the carton at your expense if number not on outside 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.

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