

## The Stanborough Press Ltd.

Alma Park, Grantham, Lincolnshire, England. NG31 9SL • Tel. +44 (0)1476 591700 • Fax +44 (0)1476 577144 • Email [sales@stanboroughpress.org.uk](mailto:sales@stanboroughpress.org.uk)

# Returns policy

## 1. Introduction

- 1.1 We understand that from time to time you may wish to return a product to us.
- 1.2 We have created this policy to enable you to return products to us in appropriate circumstances.
- 1.3 This policy shall apply [to all of our customers, irrespective of their geographical location].
- 1.4 This policy shall apply to [all orders submitted through our website].
- 1.5 This document does not affect any statutory rights you may have as a consumer (such as rights under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 or the Consumer Rights Act 2015).

## 2. Returns

- 2.1 If you have no other legal right to return a product and receive a refund or exchange, then you will nonetheless be entitled to return a product to us and receive a refund in accordance with this policy if:
  - (a) we receive the returned product within [30] days following [the date of dispatch of the product to you];
  - (b) the returned product is [unused, in its original unopened packaging (with any seal or shrink-wrap intact), with any labels still attached, and otherwise in a condition enabling us to sell the product as new];
  - (c) you comply with the procedure set out in this policy in relation to the return of the product; and
  - (d) none of the exclusions set out in this policy apply.

## 3. Returns procedure

- 3.1 In order to take advantage of your rights under this policy, you must [contact us to obtain a return authorisation number, and then send the product to us with a covering note quoting that number].
- 3.2 Products returned under this policy must be [sent by Royal Mail Signed For delivery] to [postal address].
- 3.3 [You will be responsible for paying postage costs associated with returns under this policy.] OR [We will pay the costs associated with the return of products in accordance with this policy.]

## 4. Exclusions

- 4.1 The following types of product may not be returned under this policy:
  - (a) [DVDs, CDs and other audio or video or audio-visual recordings];
  - (c) [computer software (whether on CD-ROM, DVD-ROM or otherwise)];
  - (d) [newspapers, periodicals, magazines or similar products];

## 5. Refunds

- 5.1 We will give you a refund for the price you paid to us in respect of any product properly returned by you in accordance with this policy.
- 5.2 We will not refund to you the original delivery charges relating to the returned product.
- 5.3 We will not refund to you any costs you incur in returning the product to us.
- 5.4 We will usually refund any money received from you using the same method originally used by you to pay for your purchase.
- 5.5 We will process the refund due to you as soon as possible and, in any event, within 30 days following the day we receive your returned product.



## The Stanborough Press Ltd.

Alma Park, Grantham, Lincolnshire, England. NG31 9SL • Tel. +44 (0)1476 591700 • Fax +44 (0)1476 577144 • Email [sales@stanboroughpress.org.uk](mailto:sales@stanboroughpress.org.uk)

### 6. Improper returns

- 6.1 If you return a product in contravention of this policy, and you do not have any other legal right to a refund or exchange in respect of that product:
- (a) we will not refund the purchase price or exchange the product;
  - (b) we may retain the returned product until you pay to us such additional amount as we may charge for re-delivery of the returned product; and
  - (c) if we do not receive payment of such additional amount within 14 days of issuing a request for payment, we may destroy or otherwise dispose of the returned product in our sole discretion without any liability to you.

### 7. Our details

- 7.1 This website is owned and operated by Stanborough Press Ltd
- 7.2 Our principal place of business is at Alma Park, Londonthorpe Road, Grantham, Lincolnshire NG31 9SL
- 7.3 You can contact us:
- (a) [by post, using the postal address given above;
  - (b) [by telephone, on +44(0)1476 591700
  - (d) by email, using [sales@stanboroughpress.org.uk](mailto:sales@stanboroughpress.org.uk)