

**OXFORD UNIVERSITY PRESS SOUTHERN AFRICA (“OUPSA”) - RETURNS POLICY**

**1. Products sold on firm sale**

All products are sold on firm sale unless otherwise stated on the invoice, or in a separate, documented returns agreement approved by the relevant OUPSA Sales Manager.

**2. Exceptional circumstances under which returns will be accepted**

Notwithstanding that products are sold on a firm sale basis, returns will be accepted under the following circumstances provided that the over-riding conditions in Section 3 below are satisfied:

**2.1. OUPSA Service Faults**

- OUPSA will honour returns requests arising from any service fault on our part.
- Examples of such service faults are: too many books supplied; wrong books supplied; incorrectly bound books; damaged books; books supplied later than the date stipulated in the confirmed order.
- Full credit will be passed for returns in this category or replacements provided (as per Customer’s preference)
- The cost of freight for books returned and/or for the supply of replacements will be borne by OUPSA.

**2.2. Customer Error**

- All requests to accept returns must be motivated in writing and may be considered by OUPSA and either declined or authorised. Authorisation will be at the discretion of OUPSA and returns authorisation will be without prejudice to OUPSA.
- The cost of freight for books returned and/or for the supply of replacements will be borne by the customer.

**3. Overriding conditions governing all returns:**

3.1. Advance authorisation from OUPSA for the return of any products must be obtained in writing. Authorizations are valid for 30 days only. Products returned without prior written authorisation will be returned to the sender and the cost of return will be for the account of the sender. Return Requests must be addressed to OUPSA Customer Services.

3.2. Books will be accepted for return only if they are in mint, re-saleable condition when received by OUPSA. Books with stickers/sticker marks, bar-code strips, School stamps, or pen marks on or in them will not be accepted. (This condition will not apply to books returned because they were misbound or damaged.)

3.3. Returns for books damaged in transit / during delivery must be requested and made within 15 (fifteen) working days of receipt of stock.

3.4. Returns request documentation must include original invoice details.

- 3.5. No returns or credit will be passed on books invoiced more than **3 months** previously, unless otherwise stated on the invoice or in a separate, documented returns agreement.
- 3.6. Returns requests will only be considered if the customer's account is maintained in line with agreed credit terms.
- 3.7. Old Editions, in respect of Higher Education titles only, will be considered for return only if they are replaced with an equal or higher order volume within 6 months of the new Edition becoming available.
- 3.8. No returns will be considered for OTO titles (imported, non-stocked items) or titles that are OP (out of print).