



bookspeed

Essential advice for returning items

We know that occasionally a title doesn't sell as well as predicted, so we can sometimes offer a return of titles for credit. You must speak with your account manager for approval to return any stock to us.

If returns have been approved, your items must:

- be in mint, resaleable condition – no creases, tears, marks or dirt.
- not have any stickers applied to them.
- have been purchased from us within the last 12 months.
- not be out of print.
- not have been sold to you on a firm-sale basis.

How to prepare your returns

Unfortunately, books can become easily damaged in transit. Please follow our packing advice to make sure your items return to us intact so you can be credited. **If we can't resell them, we can't accept them.**

Choosing your packing materials

- Assess how heavy your goods are and make sure you have enough sturdy boxes to contain the load. We recommend a maximum load of 25kg per box.
- Under-filled boxes can collapse, while over-filled boxes might burst, so pick the right size for the quantity of items you want to pack.
- Please use high-quality corrugated cardboard boxes and for fragile or heavy items, we recommend double-wall constructions.
- We are fans of reusing materials but if boxes are damaged, don't use them.

Packing for protection

- Before filling your box, tape up the bottom in the shape of an H for extra support. (see right)
- Pack tightly to make sure your items can't move around too much in the box.
- You can fill gaps in your boxes with shredded cardboard, paper filler, bubble wrap or scrap cardboard.
- We recommend that books are not packed into the corners of boxes.
- Seal your box by taping down the opposite ends and forming the shape of an H with the tape. Half the tape should be on the top, and the other half folded onto the side. (see right).
- Use several layers of tape if your items are heavy.



The H-taping method.

Need help?

If you have any questions about your returns, drop us a line.

- sales@bookspeed.com