



Essential advice for returning items

We know that occasionally a title doesn't sell as well as predicted, so we can accept returns in some circumstances, so long as the total returned does not exceed 10% of the value of a customer's sales in the previous year. Items returns must be suitable for resale. This means:

- *Books must be in mint, resaleable condition – no creases, tears, marks or dirt.*
- *Books must not have any stickers applied to them.*
- *Titles must have been purchased from us within the last 12 months.*
- *Titles must not be out of print.*

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 refunded. **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.*
- *Pack tightly to make sure your items can't move around too much in the box.*
- *Pack books flat (horizontally) rather than upright (vertically).*
- *You can fill gaps in your boxes with shredded cardboard, paper filler, brown parcel tape 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.*
- *Use several layers of tape if your items are heavy.*

[Watch our demo video for guidance.](#)

Need help?

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

- sales@bookspeed.com