

# INFORMATION ABOUT RETURNS



We hope you'll love your Maker's Yearbook, but if it's not right for you, please see below for instructions on how to return it.

## IF YOUR ORDER IS FAULTY OR ARRIVES DAMAGED

If your order contains items that are faulty, or arrive damaged, you must contact me within a reasonable timeframe to report the fault.

You may be required to provide proof of the fault.

In most cases a full refund or exchange will be offered, depending on the timeframe. If requested, the faulty item must be returned. The cost of postage both to and from the customer will be refunded in cases of faulty items.

If you have purchased a book listed as "slight seconds" you will not be able to return the book as faulty.

## IF YOU CHANGE YOUR MIND

If you change your mind about a product you have purchased, you must contact us in writing within 14 days of receiving the goods ordered to request a refund.

You must then return the goods to the address shown below within 14 days. All returned goods must be unused, undamaged, and in saleable condition.

If you return goods without notifying us or without including the enclosed returns form we may find it difficult to match the goods with your order and your refund may be delayed.

You are responsible for the goods until they are received by us. We recommend using an insured method of postage for returns as loss or damage of the goods while in transit to us may mean that we are unable to offer you a full refund. The goods must be securely wrapped to avoid damage.

Refunds will include the original postage cost, if applicable, but the customer will pay the cost of returning the item to us, unless it is faulty. Refunds will be credited to the original payment method.

For any item judged to be damaged due to improper use or when reasonable care has not been taken by the customer we may claim against the customer for damages and breach of statutory duty. This does not affect the customer's statutory rights.

**PLEASE NOTE THAT IF YOU ARE OUTSIDE THE UK, ALL RETURNS MUST BE SENT BY AIRMAIL OR COURIER SERVICE. WE WILL NOT ACCEPT ANY RETURNS MADE BY SURFACE MAIL**

**FOR HELP WITH RETURNS, PLEASE EMAIL [SUPPORT@MAKERSBUSINESSTOOLKIT.COM](mailto:support@makersbusiness toolkit.com)**



## RETURNS FORM

Please fill in your details below, then cut this section off and include it with your return.

### RETURNS ADDRESS

Maker's Business Toolkit  
33 Roseberry Road  
Great Ayton  
North Yorkshire  
TS9 6EH  
United Kingdom

Name: .....

Postcode for the original delivery .....

Email address used for purchase .....