

TERMS OF TRADE SALE OR RETURN

Claims for return of goods purchased must be pre-authorized by Daintree Books. To obtain a Returns Authorisation number, the customer must email returns@daintreebooks.com.au or telephone Daintree Books on 02 9457 1180.

Authority to return will only be given under the following conditions:

1. The customer provides the ISBN, title and quantity on the form provided by Daintree Books, or in a manner approved by Daintree Books
2. Goods being returned were invoiced to the customer by Daintree Books within a period not less than 3 months from the invoice date, and no longer than 6 months from the date of release by Daintree Books
3. Goods supplied on sale or return basis must be returned no later than 6 months from the release date in Australia by Daintree Books
4. The total credit value of the returns does not exceed 30% of the total invoiced sales to the customer in any calendar year
5. Goods authorised for return will only be credited if they are in the same condition as when they were sold to the customer by Daintree Books. If this is not the case, no credit will be issued by Daintree Books, and the said goods will be returned to the customer at the customer's expense
6. Big Books and pop-up books are sold on a Firm Sale basis only
7. Authorised returns will only be accepted where the customer pays for all return freight costs
8. **Refunds are not issued for sale or return credits. Credit amounts may be used against future purchases.**