



**Ontario Association on  
Developmental Disabilities**

## **TEXTBOOK RETURN POLICY - New**

September 2017

### **Return of books in saleable condition**

Copies of the 3<sup>rd</sup> edition of Developmental Disabilities in Ontario in saleable condition will be accepted only if the OADD office is notified and has authorized the return in advance.



**Unauthorized returns and books shipped to the OADD office will be charged an additional \$60 for re-direction.**

Each book must be in saleable condition or no credit will be issued. Textbooks are to be returned to Pillar Direct at the address below.

#### **Please return book(s) to:**

Pillar Direct  
47 - 750 Birchmount Road  
Scarborough, ON M1K 5H7 Phone 416-755-9494

Once the return has been verified by Pillar Direct a credit note will be issued. Credits are for the amount paid for each saleable book returned less the warehouse handling fee of \$11.50 and a re-stocking fee of \$1.50 per book. The total discount is \$13.00 per book; OADD does not cover the shipping cost for returns. A refund for the credit amount can be arranged on request.



**Returns should be made in the same calendar year as purchases; requests to hold books past December 31<sup>st</sup> may be approved, please contact the OADD office.**

### **Return of Damaged Books**

Books which the purchaser receives in damaged condition will be replaced or a credit issued to the purchasers' account. Books damaged after purchase through improper storage, purchaser (or, as in the case of bookstores, subsequent purchaser) misuse, etc. will not be replaced or credited.

After notifying the OADD office damaged books should be returned to Pillar Direct at the address above. OADD does not cover the shipping cost for returns.

Credits for damaged books will be issued for the full amount of the purchase price for each damaged book.

### **Other Queries**

If you have any questions about the above policy or require further clarification please contact the OADD office at 416-429-3720, fax: 647-260-2016 or email: [oadd@oadd.org](mailto:oadd@oadd.org)

Thank you

Jennifer Shaw  
Office Administration