



TEXTBOOK RETURN POLICY

August 2011

Return of books in saleable condition

Returns of copies of the 3rd 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.

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.

Returns of the 2nd edition of Developmental Disabilities in Ontario will not be accepted.

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.

Damaged books should be returned to Pillar Direct at the address above after notifying the OADD office.

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: 416-925-6508 or email: oadd@oadd.org

Thank you

Jennifer Shaw
Office Administration