

ONTARIO ASSOCIATION ON DEVELOPMENTAL DISABILITIES
FINANCIAL POLICY



POLICY: RETURN/REFUND: PUBLICATIONS	SECTION NO: 01
EFFECTIVE DATE: 6-Nov-17 APPROVED BY: Board of Directors	POLICY NO: 07.1
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POLICY:

The Publications committee is responsible for determining appropriate policies for return and/or refund for textbook purchases; all such policies will be reviewed and approved by the Board of Directors.

GUIDELINES

Return of books in saleable condition

Returns of books 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 an address provided at time of authorization; books returned without prior authorization or an address not authorized will be charged an addition \$60 administrative fee. Additionally books must be returned within the calendar year of purchase unless prior approval to hold the books is granted.

Once the return has been verified 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 restocking fee of \$1.50 per book. The total discount is \$13.00 per book.

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 the address specified by the OADD office.

Credits for books received by the purchaser in damaged condition will be issued for the full amount of the purchase price for each damaged book.