



emerald
PUBLISHING

Emerald Publishing Limited – Standard Returns Policy

Return for credit

No books will be credited within three (3) months or beyond twelve (12) months of original invoice date with the exception of imperfect copies.

All books returned for credit must be accompanied by invoice information (original invoice number, date, and purchase price). Books received without such documentation will not be accepted.

Condition of books

Books returned for credit must be in re-saleable condition with price stickers, prices etc. removed. Stickered books will not be credited.

Out-of-print titles or old editions

We will accept books that are out of print or superseded by a new edition for return for three (3) months after being placed out of print or superseded by the new edition.

Carriage costs

Returns will be made at the customer's expense except in the case of books sent in error.

Books received outside of the returns policy

Books that fall outside the returns policy may be returned to the customer or disposed of after three (3) months following consultation with the customer.

All returns should be sent to:

Americas (Inc. Latin America and Canada)

BookMasters, Inc.
30 Amberwood Parkway
Ashland
OH 44805
USA

Tel: +1 419 281 5100

E-mail: turpinna@turpin-distribution.com

UK, Europe and Rest of World

Turpin Distribution,
Unit 2, Lancaster way,
Stratton Business Park,
Biggleswade,
Bedfordshire
SG18 8YL

Tel: +44 (0)1767 604800

Fax: +44 (0)1767 601640

E-mail: custserv@turpin-distribution.com