

REFUND AND RETURNS POLICY

1. Introduction

Early Years is committed to adhering to all legal regulations with regard to refunds and returns of its publications and resources. This policy summarises customers' statutory rights.

2. Aims and Objectives

Early Years aims to provide the highest level of customer service and this extends to the refunds and returns policy. The aim of this policy is to summarise for customers their statutory rights in relation to the purchase of Early Years publications and resources.

3. Scope of the Policy

This policy applies to all customers of the Early Years bookstore who purchase publications and resources.

4. Commencement and Status of the Policy

This policy is in force from 1 February 2020.

5. General Principles

Early Years is happy to refund unwanted items, provided that they are returned within 28 days of the delivery date* and are in perfect condition. Returned items should be sent to the following address with a note enclosed specifying the customer's account number and the reason for return: Early Years Information Unit, 6c Wildflower Way, Apollo Road, Belfast BT12 6TA.

Where a publication has been returned for any reason other than a product fault or an error, Early Years will refund the cost of the publication but not the initial postage and packaging charges, or the return postage charges.

*Delivery Date is defined as the date of postage plus three working days.

- Customers are entitled to a full refund if they do not receive their order within 30 days of the order date.
- Early Years will not be held responsible for the non-delivery of returned goods; Early Years therefore recommends that customers obtain a certificate of posting from the Post Office.

Refunds will be processed within 30 days of the date that Early Years receives the returned item.

Early Years will usually refund any money received using the same method originally used by the customer to pay for their purchase. Please note this does not apply to cash payments. In the case of payment by cash, refunds will be made by cheque.

5.1 Incorrect/Faulty Items

If the publication received is incorrect or faulty, and if it is found that Early Years is at fault, Early Years will refund the cost of the item, the cost of the postage and packaging, as well as the cost of the return postage*.

*Early Years will only refund the cost of the return postage if it is equal to or less than the cost of the original postage.

5.2 Exchanges

To exchange a publication purchased for another publication, items should be returned within 28 days of the delivery to the following address with a note enclosed specifying the customer's account number, the reason for return and details of the publication which customers would like in exchange: Early Years Information Unit, 6c Wildflower Way, Apollo Road, Belfast BT12 6TA.

In the case of exchanges, customers are liable for the cost of:

- Postage of the original publication.
- Return postage.
- Postage of the new publication.

For further information on the Early Years Refund and Returns policy, please contact Debra Wilson, Executive Assistant, on 028 9066 2825 or email debraw@early-years.org.

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