

AC PRESS RETURN POLICY

Return Policy:

Algonquin College Press will accept returns of items under the following conditions and criteria:

- Credit only.
- No reimbursement on shipping costs for returned items.
- Define limit of return 180 days from date of invoice.
- A 15% restocking will apply.
- A threshold of 50% return of an order is permitted.
- Desk copies are non-returnable.
- Select titles are non-returnable and will be advised at time of order via email and indicated on invoicing.
- Digital resources are non-refundable.
- Credit memos should be used within one year of the date of issuance.

Damaged/Defective Returns

- Notify AC Press within 15 days of receiving.

To arrange a return, please:

1. Submit a return request to Algonquin College Course Material Services (cms@algonquincollege.com)
2. Upon approval, please ship returned items to the Algonquin College Campus Store to the address below and please include:
 - a. Original purchase order number
 - b. Algonquin College invoice number
 - c. RMA number
3. Returned items will be verified as undamaged and suitable for resale by Algonquin College Press prior to a credit or refund being issued.

Returned items that are deemed unsaleable due to condition will be at the customers preference either shipped back or retained by Algonquin College Press. Return shipping costs will be the responsibility of the customer.

Return Shipping Address:

Course Material Services
Algonquin College Bookstore Shipping and Receiving
Building H
1385 Woodroffe Avenue
Ottawa, ON K2G 1V8
Canada

Return shipping expenses are the responsibility of the sender. Please ensure that the items to be returned are adequately packaged. As a result of any items received damaged in transit you will be contacted and required to provide AC Press a shipping account number to return these books within 30 days or the books will be destroyed.

Telephone: 613-727-4723 ext. 7412

Email: cms@algonquincollege.com