

### Return of Goods Policy (as at 1 August, 2019)

This policy allows Oxford University Press ANZ (OUP ANZ) customers to apply to return goods not sold, subject to the conditions outlined below.

#### Conditions for the Return of Goods

1. Regardless of format, product group or status, this policy defines the following products as goods:
  - Print on Demand (POD)
  - Indent tiles with an Only to Order (OTO) status
  - Products with a window of 3 months of purchase or after 12 months from original invoice date, i.e. frontlist and backlist products
2. OUP ANZ reserves the right to limit the amount of products that it will accept for return. For School, Higher Education and ELT products the minimum returnable quantity of any ISBN is 5 copies.
3. OUP ANZ must be notified of damaged or faulty goods within 14 days of purchase.
4. **For customers in Australia:** Requests to return products for credit are to be submitted via email to the Customer Support Team at [cs.au@oup.com](mailto:cs.au@oup.com) and must be accompanied with the corresponding original invoice number details. Requests received without the original invoice number details will not be processed.
5. **For customers in New Zealand:** Requests to return products for credit are to be submitted via email to the Edify Customer Service Team at [orders@edify.co.nz](mailto:orders@edify.co.nz) and must be accompanied with the corresponding original invoice number details. Requests received without the original invoice number details will not be processed.
6. Goods that are approved for Returns Authorisation (RA) by OUP ANZ must be addressed and sent to StarTrack 3PL, 40 Annandale Road, Tullamarine, Victoria, 3043.
7. Goods approved with an OUP ANZ RA will be accepted at our warehouse for processing for a period of 90 days from the authorisation date.
8. Goods must arrive at StarTrack 3PL without store stickers attached and be in saleable condition; otherwise a credit will not be issued. (Please note: StarTrack requires that drivers visiting the warehouse undertake a StarTrack on-line induction.)
9. The cost of returning goods including freight costs are to be borne by the customer with the exception of 'No fault returns' or unless a contrary prior written agreement has been made with OUP ANZ.
10. 'No fault returns' apply to goods that are misbound, damaged or lost in transit, or goods that have been incorrectly keyed, supplied in error, or invoiced in duplication. 'New for old' returns are accepted only when the returns request is accompanied by a replacement order for at least the same quantity of the new edition, and ideally within the same calendar month as the new edition release date.

11. If goods are received by OUP ANZ without OUP's official authorisation they will be returned to the customer at the customer's cost.
12. Goods returned with OUP's authorisation will be accepted by our warehouse and credited in full to the customer's account. The credit for returned goods will be applied to the debt from the oldest outstanding invoice on the account that was used to purchase the stock initially. Any remaining credit balance will be applied to future purchases. Cash refunds of any remaining credit account balances will only be provided at the discretion of Oxford University Press ANZ.