

RETURNS FORM

1

Fill out this form with your order number and name, the details of your items and the reason for returning

2

Include this Returns Form and your items in your parcel

3

Use the Returns Address Label provided below

CUSTOMER NAME:

ORDER NUMBER:

DATE:

ISBN	TITLE	QUANTITY	REASON

USE THE NUMBERED REASONS BELOW TO COMPLETE THE 'REASON' COLUMN.

- | | |
|----------------------------------|--------------------------|
| 1. Ordered wrong item | 5. Item arrived too late |
| 2. Not what I ordered | 6. I changed my mind |
| 3. Wrong quantity | 7. Other |
| 4. Item arrived faulty / damaged | |

CUSTOMER'S SIGNATURE

(only if this form appears as hard copy)

RETURN ADDRESS LABEL

(Please cut out this label and put it on the outside of your return parcel.
Please remember to add the correct postage)



**POSTAGE
REQUIRED**

TO:
Express Publishing S.A.
25 Gardenias St, Acharnai
13678, Attika, Greece

FROM:

RETURNS | REFUNDS | SHIPPING | DIGITAL PRODUCTS

RETURNS

If you wish to return an item, you have 14 calendar days from the date of delivery to let us know. All you need to do is fill in this return form and send it back to us via email or post. Please, note that you must send it back within 14 calendar days from the submission of the return form. Any product you wish to return must be in the same condition you received it and in the original packaging. Also, don't forget to include the receipt or proof of purchase in the return package.

REFUNDS

Once we receive your item, we will notify you on the status of your refund after inspecting the item. If the condition of the returned item is approved, we will issue a refund to your original method of payment. You will receive the credit within 14 working days from the delivery of the returned product. Please, note that delays may occur depending on your card issuer's policies.

SHIPPING

The shipping costs of the return are not covered by us. You will be responsible for paying for the shipping costs for any returns you make. Keep in mind that shipping costs are nonrefundable. When you receive a refund, the cost of shipping will be deducted from your refund. In the event of company or product error, Express Publishing will cover all the shipping costs associated with the return or replacement of the order.

DIGITAL PRODUCTS

If you change your mind regarding a purchase of a digital product (i.e. DigiBooks applications and / or downloadable eBooks and / or Interactive Whiteboard Software) delivered in the form of an activation code or a serial number, we will happily issue you a refund provided you notify us within 14 days of the purchase date. Please note that for your order to be eligible for return is it mandatory that the activation codes and/or serial numbers you wish to return, are NOT used to download, or activate any digital material. Our tech team will be verifying whether the above conditions are met before issuing the refund and you will be notified accordingly.

