RETURNS POLICY

USBORNE BOOKS AT HOME CANADA
OWNED BY RIVERWOOD PUBLISHING LTD.

RETURNS & EXCHANGES:

Guarantee: With proof of purchase, any item may be returned for replacement due to a manufacturing defect at no charge for up to 30 days from purchase.

Our consultants are the core of our business and always facilitate any necessary returns or exchanges with customers. Please note that Usborne Books at Home Canada acts solely as the distributer and Consultants are responsible for ensuring customer care and service as the primary point of contact for customers. Usborne Books at Home Canada will offer a replacement title of equal value.

Exchanges are always completed via the Consultant who facilitated the original purchase. Usborne Books at Home Canada will not issue cash, credit card refunds, account credits or shipping labels for returns or exchanges.

Cancellation: You may cancel your order so long as it has not been processed by Usborne Books at Home Canada's third party warehouse. Order submissions to the third party warehouse are automatically processed daily at 11:00AM EST. Cancellations must be facilitated by the Consultant, and must meet the timeline requirement for a refund to be issued. If your cancellation meets the above requirements, any payments made by you will be refunded within 10 business days following receipt by the Consultant of your notice to cancel.

ENROLLMENT KIT RETURNS:

An Enrollment Kit may be returned <u>within 30 days</u> of purchase date if the Consultant completes the following:

- Return of the Enrollment Kit in pristine and sellable condition.
- Proof of shipment to:

   Georgetown Terminal Warehouses
   34 Armstrong Avenue
   Georgetown, Ontario
   Canada L7G 4R9

Consultants are responsible for the cost of return shipping and will be charged a $20 administrative restocking fee. Once the Enrollment Kit has been received by the warehouse, you will be contacted with a refund (minus restocking fee).

Please contact consultantsupport@usbornebooksathome.ca for further instructions.

IF YOU HAVE ANY QUESTIONS OR CONCERNS PLEASE EMAIL
info@usbornebooksathome.ca