



RETURNS POLICY

USBORNE BOOKS AT HOME CANADA

OPERATED BY RIVERWOOD PUBLISHERS LTD.

Last updated: March 2026

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

RETURNS & EXCHANGES:

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 distributor 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 or a refund for the damaged item(s) based on the purchase price. Returns/Refunds are at the discretion of Usborne Books at Home Canada.

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.

ENROLLMENT KIT RETURNS:

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

- Receive approval for the return from Usborne Books at Home Canada.
- Return of the Enrollment Kit in pristine and sell-able condition.
- Shipments must be sent via registered courier with Tracking #
- Proof of shipment to:

Lakeside Book Company
195 Harry Walker Pkwy
Newmarket, ON
L3Y 7B3

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.

ORDER CANCELLATIONS:

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 ET.

Cancellations must be facilitated by the Consultant, and must meet the timeline requirement for a refund to be issued. If the cancellation meets the above requirements, any payment(s) made will be refunded to the purchaser's original payment method within 10 business days, following receipt by the Consultant of the notice to cancel.