



Essential advice for returning items

We know that occasionally a title doesn't sell as well as predicted, so we will accept returns of up to 10% of an order so long as the items can be resold.

This means:

- Books must be in mint, resaleable condition – no creases, tears, marks or dirt.
- Books must not have any stickers applied to them.
- Titles must have been purchased from us within the last 12 months.
- Titles must not be out of print.

How to prepare your returns

Unfortunately, books can become easily damaged in transit. Please follow our packing advice to make sure your items return to us intact so you can be refunded. If we can't resell them, we can't accept them.

Choosing your packing materials

- Assess how heavy your goods are and make sure you have enough sturdy boxes to contain the load. We recommend a maximum load of 25kg per box.
- Under-filled boxes can collapse, while over-filled boxes might burst, so pick the right size for the quantity of items you want to pack.
- Please use high-quality corrugated cardboard boxes and for fragile or heavy items, we recommend double-wall constructions.
- We are fans of reusing materials but if boxes are damaged, don't use them.

Packing for protection

- Before filling your box, tape up the bottom in the shape of an H for extra support.
- Pack tightly to make sure your items can't move around too much in the box.
- Pack books flat (horizontally) rather than upright (vertically).
- You can fill gaps in your boxes with shredded cardboard, paper filler, brown parcel tape or scrap cardboard.
- We recommend that books are not packed into the corners of boxes.
- Seal your box by taping down the opposite ends and forming the shape of an H with the tape. Half the tape should be on the top, and the other half folded onto the side.
- Use several layers of tape if your items are heavy.

[Watch our demo video for guidance.](#)

Need help?

If you have any questions about your returns, drop us a line.

- sales@bookspeed.com