

Name <i>(required):</i>	
Organisation <i>(required):</i>	
Account Reference <i>(required):</i>	
Your Invoice/Order Number <i>(please delete as applicable):</i>	
Date Received <i>(required):</i>	
Delivery Address	Invoice/Cardholders Address <i>(required)</i>
Telephone <i>(required):</i>	
Email:	
Reason for Return <i>(required):</i>	
Return Postage Charge <i>(if applicable):</i>	
Any additional information or alternative/replacement order:	
<input type="checkbox"/> Please credit my Account <input type="checkbox"/> Please refund me by Cheque <input type="checkbox"/> Please refund my Credit/Debit Card <i>(only applicable to orders paid for by card)</i>	
<i>Please note that we are only able to issue refunds for orders that have already been paid for.</i>	
For Office Use Only	
Returns Authorisation Number:	
Opened by & date:	
Condition of item:	Authorised by:
Date Processed:	Credit Note No:
Refund requested and approved: <input type="checkbox"/>	Refund form to finance: <input type="checkbox"/>

Book Returns & Refunds

Dear Customer,

Thank you for your enquiry regarding returning an item sold by the Directory of Social Change.

In order to help us process the return more efficiently and accurately we require you to complete the form and to enclose it when returning the item(s). Please return all items to our London office.

Please refer to our returns policy below for further details. Please note that unfortunately we are unable to accept returns unless they comply with this policy.

Regards,

The Customer Services Team

REFUND & EXCHANGES POLICY.

- If we make a mistake with your order, or you receive a damaged book or CD, return it to us (with the completed authorisation form) and we will replace it and refund the return postage.s
- If you are not completely satisfied with your order for any other reason, or change your mind after you have received it, return it to us in saleable condition (with the completed authorisation form) within 14 days and we will either credit your account or refund the full cost of the order to you. We hope that you will understand that, since we are a voluntary organisation and need to control our costs, our policy is not to refund return postage in these circumstances.

This does not affect your statutory rights