



# BOOKSHOP REFUNDS POLICY

# US Bookshop Refunds Policy

## Purpose and Scope

This document sets out the particulars of the bookshop refunds policy, it is applicable to all purchases made from the United Synagogue bookshop, without exception.

## Refunds Policy

### Fulfilled orders

Correctly fulfilled orders are not normally refundable.

### Postage and Packaging

Postage and packaging charges or costs are not refundable.

### Exchanges

Exchange of items purchased from the bookshop can be organised, at the discretion of the publications team, provided that the items being exchanged are returned in an unused and undamaged condition.

### Reporting items damaged in transit

In the event of books or other items arriving damaged in transit, an email informing of such, together with a photo of the damaged item, should be sent to [publications@theus.org.uk](mailto:publications@theus.org.uk).

### Returning damaged items

In the event that the damaged item(s) qualify for an replacement or exchange, a member of the publications team will be in touch to arrange this.