

de Sitter Return Policy

Individual/Personal Returns

de Sitter values your patronage and your satisfaction is important to us. If you're not satisfied with your purchase, simply return it within 14 days of the date of receipt of your shipment.

- Returns must include the original invoice. Refunds will not be provided without a copy of your paid receipt and shipping invoice. A 10% restocking fee will be applied against refunds/credits.
- All returns must be sent to de Sitter Publications, 111 Bell Dr., Whitby, ON, L1N 2T1, Canada. Shipping charges on returns must be paid by the customer.

Bookstore and Trade Book Returns/Overstock

- Sealed products that have been opened are not eligible for refund/credit.
- Damaged items received by the purchaser must be reported and returned to de Sitter within 30 days of receipt of your shipment. The nature of the damage/defect must be noted on the return packing slip.
- Eligible items must be returned within 180 days with a copy of the de Sitter invoice.
- Credit will not be issued for returned items that are not in resalable condition.
- Shipping charges on returns must be paid by the customer. Items must be shipped to: de Sitter Publications, 111 Bell Dr., Whitby, ON, L1N 2T1, Canada.
- Any shipping costs, including but not limited to, international import charges incurred by de Sitter will be deducted from the buyer's refund/credit amount.
- Credit balances may only be applied to future purchases and are redeemable within 1 year of the original invoice date.

Returns must meet the following criteria:

- A copy of the invoice must be submitted. Credit (excluding shipping) will be given for books returned with an invoice number; otherwise credit will be given at 25% of the list price.
- The books should be in a resalable condition; those deemed as "shop soiled" or damaged will not be issued with a credit.
- Books must be returned with sufficient packaging to ensure no damage is caused upon their return to de Sitter.
- Credit balances may only be applied to future purchases and are redeemable within 1 year of the original invoice date.
- Goods that are received damaged, orders that are short shipped, or orders in which the incorrect product was shipped from de Sitter must be reported within

14 days of receipt of delivery and the nature of the problem must be noted in correspondence included with the return.

- If returned products are not in resalable condition, credit will not be given. In such circumstances, customers will be contacted by de Sitter and advised of the damaged items. The customer will have a one-month period to arrange for the collection of such damaged items or for the goods to be returned at the customer's expense.
- Multimedia products must be unopened, otherwise credit will not be given.
- The address for returns is: de Sitter Publications, 111 Bell Dr., Whitby, ON, L1N 2T1, Canada.

Return policy posted July 2011.

Policy is subject to change.