

Ulric Publishing Terms & Conditions Order Withdrawal | Refund Policy

We very much hope you are delighted with the purchases you make from Ulric Publishing. In the unlikely event your Order or parts thereof does not meet your expectation to arrange a refund, please contact Ulric Publishing as-soon-as possible, and no later than 14 days after the day your Order was delivered.*

It is not necessary to give a reason for your Order Withdrawal, however we appreciate any constructive information you may choose to provide. It is not necessary to telephone Ulric Publishing to initiate your Withdrawal, however a telephone call will enable us to process your Withdrawal, and issue a refund more quickly.

The Ulric Publishing office is open to receive telephone calls from 9.00hrs-17.00hrs, Monday-Friday: +44 (0)1694 781354.

To ensure we attend to your Order Withdrawal efficiently please follow the points listed below:

Contact Ulric Publishing in writing confirming your intention/request for refund and -

Establish our address for receiving parcels/ returns. Our P.O. Box address does not accept parcels/returns.

Complete the Model Withdrawal Form below

E-mail the Model Withdrawal Form to enquiries@ulricpublishing.com

Arrange a convenient time for you to post- (and for Ulric Publishing to receive-) your returned Order or parts thereof to the address we have provided to you.

Include a copy of the completed Model Withdrawal Form with your shipment

Timing

Subject to your Withdrawal meeting our terms & conditions, for example the products you wish to return have not been altered in anyway, we will aim to process your refund within 30 days from receiving your written Withdrawal.

Postage | Packaging | In-transit insurance

It is your responsibility to ensure your Order is packaged carefully and returned using a secure, tracked method. In the event you may wish to consider in-transit insurance please advise before returning your Order and we will be pleased to provide guidance and/or a quotation.

With the exception of Orders which are shipped by Ulric Publishing and delivered to you in a damaged condition, you are responsible for all costs and risk associated with returning your Order.

Any refund for shipping associated with your Order will be *exclusive* of any 'added value' charges bought about through timed and/or express deliveries.

Effects of Withdrawal

In the event you choose to withdraw from your Contract with Ulric Publishing, Ulric Publishing shall reimburse to you all payments received from you including delivery costs (with the exception of supplementary deliver costs, resulting from your choice of delivery by way of example supplementary costs incurred for timed, signed-for, and tracked deliveries including *Royal Mail Special Delivery*) without undue delay and in any event no late than thirty days from the day we receive the returned goods and subject to the returned goods being received in the same condition as dispatched by *Ulric Publishing*.

Your Responsibility

You are responsible for all *costs and risk* associated with the safe return of your Order or parts thereof to Ulric Publishing. Please ensure you obtain, and keep your postal receipt.

It is your responsibility to ensure returned goods are packaged appropriately, sent to our receiving address for parcels/returns (the Ulric Publishing P. O. Box address is for letters & billing only and does not accept parcels or returns) and shipped by a professional carrier using a secure, traceable method.

With the exception of Orders which may have sustained damage while in-transit/being delivered to you, in the event your Order is not returned to Ulric Publishing in the same condition as dispatched to you your Withdrawal rights will be jeopardised.

8Terms & Conditions apply. We are unable to provide refunds for products which may have been personalised at your request. By way of example, tooling applied to leather bound books.

Model Withdrawal Form

To enable Ulric Publishing to process your return efficiently, please ensure you complete the information in the Model Withdrawal Form, and email or post a paper copy to Ulric Publishing. Our email and postal address for letters and billing is at the bottom of this page.

I/We* [Your Name] hereby give notice that I/We [*] cancel my/our contract of sale of the following products:

List products purchase. For books, please include the following information:

Book Title
publisher
ISBN
Product code (the number listed against the product on the Ulric Publishing website)

Date products ordered [date/month/year]

Date received [date/month/year]

Total Paid For Order

Name of buyer(s),

Address of buyer(s)
Address uses for shipping if different from above.

Signature of buyer(s) (only if this form is notified on paper)

Date

[*] Delete as appropriate

In the event you are unable to download the Model Cancellation Form and/or there are any elements in the Form for which you require further explanation, please contact Ulric Publishing by email or telephone and we will do our best to help.

Ulric Publishing Terms & Conditions Order Withdrawal | Refund Policy

P.O. Box 55 | Church Stretton | Shropshire | England | SY6 6QE
+44 (0)1694 781354 | enquiries@ulricpublishing.com
www.ulricpublishing.com

**The Ulric Publishing P.O. Box address is for letters & billing only.
Please contact Ulric Publishing to establish the address for parcels and returns.
Please do not send parcels or returns to the P.O. Box address**