

September 2009

"On Approval" Policy

Thank you for giving us the opportunity to provide you with these resources. At *EDSCO* we are really pleased to be able to provide this "On Approval" service for the convenience of our teacher and our school account customers.

As a participant in our service, we ask you to please consider and then observe the following points -

- a. Any unsuitable resources are to be returned **within 14 days** of the receipt of the goods. After 14 days, we'll consider it a **FIRM SALE**.
- b. *A copy of the original invoice must be included with the returned items to ensure accuracy at our end when we raise the credit note.*
- c. You are responsible for the return postage for any unwanted items.
- d. Resources can be credited only when received back at *EDSCO* in "mint" condition. We have purchased these items from our suppliers and need to be able to sell them as new after you return them to us. ***Please ensure that the pages of books have not been folded back in any way, that the spine of the book has not been broken and that nothing has been written in them.***
- e. **If you return any resources, please use stiff, cardboard packaging. We have found that envelopes definitely do not offer sufficient protection against damage in the mail. This is imperative to ensure that you receive your credit as we cannot credit resources that have been damaged in the mail.**
- f. *Please remember that it is an offence to photocopy from any books supplied "On Approval" and that we are obliged to inform the Copyright Council of any breaches detected.*

Thank you for your understanding and anticipated co-operation.

Maurie Young
Managing Director

