

I bought from the ayodobooks.com website. What is the Returns, Exchange and Refund Policy?

We hope you are delighted with everything you buy from us. However, if for any reason you are not, simply return it to us within 14 days of purchase in its original condition and packaging, with your receipt, and we will gladly find you a replacement or refund your money.

Faulty, Incorrect or Defective Items

If you are sending something back that's faulty or incorrect due to our error, we will refund the return postage costs to your payment card, but not in other circumstances.

You should inspect any book(s) you purchase from the website as soon as you can after delivery and notify us if you consider they are defective as soon as possible. If a book is incorrect, faulty or defective you are entitled to:

- **During the first 14 days** after the delivery date, you can ask us to reimburse the price paid for the relevant book(s) to the credit, or debit card used to purchase the goods.

How Do I Return Items for a Refund?

Within 14 calendar days of receipt you can either return items to ayOdo Books by post. Refunds are made onto your card, not in cash. PayPal payments are refunded to your payment card.

Please post the item back to us at the address printed on the delivery note included with your order.

The items must be in the original condition and packaging with any security seals intact

Repackage the book(s) securely and send to the address printed on the delivery note

Include the reason for the return, the invoice number and your email address or telephone number.

How Long Have I Got to Return an Unwanted Item?

You have 14 calendar days after delivery to return an item for a refund.

Can I Return a Faulty Item?

If an item is not working, refer to any warranty information relating to it. It may be quicker for you to get a replacement book directly from the manufacturer rather than by returning to us.

If you are sending something back that is faulty or incorrect due to our error, then we will refund your postage costs to the card you paid with.

My Order has Arrived Incorrect or Damaged. What Do I Do?

You can request a refund within 14 working days after the item was delivered. Return it to us within 14 days of receipt for a full refund or exchange. Keep any warranty information.

If you are sending something back that's faulty or incorrect due to our error we'll refund your postage costs to the card you paid with.

I Want an Exchange Rather Than a Refund. What Do I Do?

We ask you to place a new order for the item. We'll refund you for the original item and then charge you for the replacement when we're ready to send it out.

I ordered from a third party website. What is Their Returns Policy?

Each of our partner/wholesaler sites has their own return and refunds policy. You will need to return any items directly to them, we cannot accept these returns.

My Question is Not Answered Here. What Do I Do?

Please email us on hello@ayodobooks.com