



Oxford University Press Music Department
Great Clarendon Street
Oxford OX2 6DP

Tel +44 (0)1865 355067, Fax +44 (0)1865 355060
Email music.enquiry.uk@oup.com

OXFORD UNIVERSITY PRESS RETURNS POLICY

Our current returns policy is summarised below. We would be grateful if you would ensure that your staff are familiar with the conditions detailed and note that we will only accept returns which are made in accordance with the terms of this policy.

In all cases you must seek authorisation for a return, by contacting the Music Group in Corby. (Tel +44 (0)1536 454590, Email: music.orders.uk@oup.com)

1. All books are sold on a firm basis unless otherwise stated on the invoice.
2. **OUP ERRORS**
All books wrongly supplied through servicing errors should be returned as soon as possible and your account will be credited.

We will implement the following procedures:

a) UK Customers: If the weight of the returns is less than 5 kilos, we will send a prepaid label to you for the parcel. For any package weighing more than this we will arrange a collection.

b) Export Customers: We will ask you to return the parcel by the cheapest method possible, and then credit your account for the carriage.

3. **IMPERFECT / DAMAGED COPIES**
ABRSM titles: we require the whole item to be returned.
OUP titles: we require the front cover and title page only to be returned. The exception to this is any title with a retail price of £50.00 or above, when the complete title should be returned.
The return of imperfect/ damaged copies will be dealt with in the same way as 'OUP Errors' above.

4. **SALE OR RETURN**
Under special circumstances an order may be requested on a Sale or Return basis. Please seek authorisation from your usual contacts at the OUP Music Department or ABRSM.

Please note the following requirements:

- a) the Sale or Return order must be approved by OUP and/or ABRSM prior to the order being placed
- b) any returned books must be received at our Distribution Centre in Corby in a re-saleable condition (undamaged, unmarked, and not priced) for a full credit to be given
- c) the number and date of the original invoice must be quoted on all relevant correspondence
- d) carriage for any returned copies is paid by you.

If any of these conditions are not fulfilled, crediting may be delayed or refused.

5. **CUSTOMER ERROR**

In some cases we will accept AUTHORISED returns and credit them at the price and discount given on the original invoice.

Authorisation to return titles which have been incorrectly ordered are dealt with on a case by case basis. Initially you should contact the Music Group, informing them of the original invoice number and the titles you wish to return. If the return is authorised, they will pass this information to our Returns Department who will send you the returns authorisation documents by post or email within 7–10 days. These returns will be credited provided:

- a) The books are received, carriage paid, at our Distribution Centre at Corby, in re-saleable condition, (undamaged, unmarked, and not priced)
- b) Each parcel contains a copy of the official returns authorisation documentation and a list of the contents of the parcel.

NOTE

- i) Where the return relates to audio-visual material, the complete cassette or CD package must be returned.
- ii) All retailer labels and markings must be removed before return.

6. **OUT OF PRINT TITLES**

These cannot be accepted or credited unless return has specifically been requested by us. **Out of date ABRSM exam publications cannot be accepted or credited under any circumstances.**