Delivery Policy

(1) Delivery

All hard copy deliverables will be delivered within 7 business days from receipt of payment.

Returns Policy

(1) Introduction

We understand that from time to time you may wish to return a product to us.

We have created this 30 day returns policy to enable you to return products to us in appropriate circumstances.

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(2) Returns

Where you have no other legal right to return a product and receive a refund or exchange, then you will nonetheless be entitled to return a product to us where:

(a)   we receive the returned product within 30 days following the date of delivery of the product;

(b)   the returned product is unused, in its original packaging and otherwise in a condition enabling us to sell the product as new;

...

(3) Returns procedure

In order to take advantage of your rights under this returns policy, you must:
1. Phone 020 8254 5580 or email julie.kimuli@m3h.co.uk to arrange the return
2. Post your products back to us at the address agreed in step 3.1
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(4) Exclusions

This returns policy only applies to printed material published by M3. The following kinds of products may not be returned under this policy:

(a)   Software, if you wish to change your mind in regards to a software purchase you must go through our cancellation procedure (see cancellation policy). You may not be entitled to a refund of your purchase fee;
(b)   A5 Medium Descriptions books may not be returned under the terms of this policy

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(5) Refunds

We will give you a refund for the full price of any product properly returned by you in accordance with the terms of this returns policy excluding the original delivery charges and excluding the costs of returning the product to us).

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(6)   Improper returns

Where you return a product in contravention of this policy (and where you do not have any other legal right to return the product):

(a)   we will not refund or exchange the product;

(b)   we may retain the returned product until you pay to us such additional amount as we may charge for re-delivery of the returned product;