

# Customer Returns Form

Please address all returns to:  
**RIBA Bookshops Returns Department, 28-42 Banner Street, London EC1Y 8QE, UK**  
 See also *Terms and Conditions (item 3) overleaf*

**Company name** \_\_\_\_\_

**Address** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Contact** \_\_\_\_\_ Telephone number \_\_\_\_\_

Contact email address \_\_\_\_\_

Account number \_\_\_\_\_ Invoice number \_\_\_\_\_

Order taken by (see invoice) \_\_\_\_\_

ISBN	Item returned	Qty	Reason (insert code A-E, see below)
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

**Reason for returning items:**

- (a) Wrong item ordered
- (b) Damaged (specify in comments below)
- (c) Duplicated item
- (d) Goods not as invoice
- (e) Other (specify in comments below)

For reasons (b), (c) and (d) please contact our Customer Service Team (details below) BEFORE returning your items.

**Refund/Credit requested** (refund only applicable if original payment made by cheque or credit card):

**Refund**

**Credit**

**Comments**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Please note: we are unable to refund costs of return postage where items were ordered incorrectly, or were not required.**

I have read and accept the Terms and Conditions overleaf (please tick)

RIBA Bookshops Customer Service Team  
 T +44 (0)191 244 5557 F +44 (0)191 244 5553  
 sales@ribabookshops.com www.ribabookshops.com  
 Opening hours: Mon-Fri 09.00-17.00

# Terms and Conditions

## 1. Payment

- Cheque/International Money Order, which must be in Sterling and drawn on a UK bank (Payable to RIBA Enterprises)
- RIBA Bookshops Credit Account – applications are welcome
- Credit/Debit Card: MASTERCARD/VISA/AMERICAN EXPRESS
- Payment by credit/debit card is taken at the point the order is placed online or when the order is processed by our Customer Service team (telephone and fax orders). Where goods are out of stock or are forthcoming, payment will be taken and goods will be dispatched automatically when available. We will advise customers of any problems with their order. Customers awaiting outstanding orders may cancel at any time and receive a full refund (see returns and refunds).
- RIBA Enterprises reserves the right to request full payment by bank transfer before goods are despatched

## 2. Delivery and Despatch

- **Within the UK:** Orders are sent by First Class post or by 1–2 day courier service
- Most UK orders are delivered within 3 working days
- A signature may be required on delivery
- **Overseas:** Goods sent outside the UK are sent by standard courier services unless otherwise requested, taking approximately 7–21 working days
- Orders are normally despatched the following working day subject to availability
- Next working day delivery (UK mail order/telephone orders): normal post & packing charges apply plus a Priority Despatch Fee of £3. Orders must be received by 14.00 GMT Monday–Friday for delivery the next working day before 17.30 GMT.
- Next working day delivery (UK online orders): guaranteed next working day delivery for orders £60 and under – normal post & packing charges apply plus Priority Despatch Fee of £3. Orders over £60 (with free postage entitlement) – £5 Priority Despatch Fee. Orders must be received by 14.00 GMT Monday–Friday for delivery the next working day before 17.30 GMT.
- Overseas orders: urgent delivery services are available at cost plus 20% administration fee. Please contact RIBA Bookshops on +44 (0)191 244 5557 or email sales@ribabookshops.com for information
- The following rates are correct at the time of going to press, but are liable to change without prior notice

### Postage & Packing UK

- Minimum postage charge is £3 for orders under £30
- Up to £100 in value, add 10% of the total order value (minimum charges apply)
- £100 – £200, add £10 flat fee
- Over £200, FREE postage
- Free postage for all UK orders placed online over £60 (calculated on the sub-total excluding VAT. Excludes downloadable products)

### Postage & Packing Overseas

- Minimum postage charge is £10 for orders under £50
- Standard despatch charge add 20% to the total order value (minimum charges apply)

## 3. Returns and Refunds

- Any claim for non or late delivery of goods must be made within 28 days of placing the order
- A Returns Form (sent with your order) should accompany any returned items. The form is also available in the Help/Information section at [www.ribabookshops.com](http://www.ribabookshops.com), or can be emailed or faxed on request

- Customers who qualify for any free despatch offers will be asked to reimburse the postage costs in full, if any subsequent adjustment to the order results in the final order value being less than the qualifying amount
- Software products which have been unsealed are returned at the discretion of RIBA Bookshops
- No refunds can be issued for electronic documentation/downloads including RIBA Agreements Online
- Goods remain the property of RIBA Enterprises Ltd until paid for in full
- Please address all returns to:  
**RIBA Bookshops Returns Department**  
28–42 Banner Street,  
London EC1Y 8QE, UK

### Return of Goods

- Customers wishing to return their order may do so up to 14 days from the invoice date for UK customers and 28 days for overseas customers
- A returns form should accompany any returned goods (see above)
- Goods must be returned in a re-saleable condition and customers must arrange for their return at their own expense
- A refund to the value of the goods (excluding despatch costs) will be made within 30 days

### Damaged or Incorrect Goods

- Any damaged or incorrectly despatched goods should be returned with original packaging if possible, and a returns form (see above), within 14 days of the invoice date for UK customers and 28 days for overseas customers
- Where goods are damaged or incorrectly despatched, a complete refund for the goods and the despatch costs will be provided. RIBA Bookshops will also bear the full cost of returning the goods, either by arranging to have the goods collected at our cost or by using our Freepost service
- Customers returning damaged or incorrectly despatched goods should contact the RIBA Bookshops Customer Service Team before returning the goods

## 4. Account Queries

- Any account queries should be raised with the Finance Department on  
Tel +44 (0)191 244 5510  
Email finance@ribaenterprises.com

### RIBA Enterprises

The Old Post Office, St. Nicholas Street,  
Newcastle upon Tyne NE1 1RH, UK

## 5. Prices and Editions

- RIBA Bookshops believe all prices and details to be correct at the time of going to press, but these may be subject to alteration without prior notice

## 6. VAT

- At the time of going to press, books are zero rate, while most forms and contracts are subject to VAT at the standard rate. VAT is calculated on the net value of the goods, including the despatch costs for VATable goods, at the full VAT rate.

## 7. Trade Terms

- Available on application to:  
**RIBA Bookshops**  
The Old Post Office  
St Nicholas Street  
Newcastle Upon Tyne  
NE1 1RH  
UK

## Where to find RIBA Bookshops

### Mail Order

The Old Post Office, St. Nicholas Street,  
Newcastle Upon Tyne NE1 1RH, UK  
Tel +44 (0)191 244 5557  
Fax +44 (0)191 244 5553  
Email sales@ribabookshops.com  
Web [www.ribabookshops.com](http://www.ribabookshops.com)

### RIBA Portland Place

66 Portland Place, London W1B 1AD, UK  
Tel +44 (0)191 244 5557  
Fax +44 (0)191 244 5553  
Email london@ribabookshops.com

### The Building Centre Bookshop

26 Store Street, London WC1E 7BT, UK  
Tel + 44 (0) 20 7692 4040  
Fax + 44 (0) 20 7636 3628  
Email bcbookshop@ribabookshops.com

Visit our website at [www.ribabookshops.com](http://www.ribabookshops.com)  
for our full terms and conditions.