



**Go Teach Publications Ltd**  
Paradise Mill, Park Lane, Macclesfield, Cheshire, SK11 6TL

**[www.goteach.org.uk](http://www.goteach.org.uk)**

**☎ 01625 422279**  
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Although we hope you love your order, there may be times when you need to return items to us.

## **Returns Policy**

We accept returns, and provide an exchange service, up to 14 days after you receive your order, subject to the following conditions >

- Returned items must be accompanied by the Invoice, and a reason for the return;
- Returned items must be unused and in a saleable condition;
- Returned items must reach us no later than 21 days after you receive your order.

Please note, if the reason for return is due to our error, you are welcome to return the goods at no cost to you as we will pay all delivery costs. Please contact us on 01625 422279, or [sales@goteach.org.uk](mailto:sales@goteach.org.uk), and we will advise the best way for you to return the goods to us. However, if the reason for needing to return the goods is your error, then the return costs will need to be covered by you.

Unfortunately, we are unable to refund the Carriage charge. However, in the event that the reason for return is due to our error, we will send-out the replacement goods with no Carriage charge.

Please note that 'Go Teach' is unable to offer cash refunds. On most occasions, we will apply the appropriate Credit to the Account, to be redeemed against any future purchases within 12 months. We can also exchange items ordered incorrectly for the correct items.

## **Returns Procedure**

Please give us a call on 01625 422279, or send an e-mail to [sales@goteach.org.uk](mailto:sales@goteach.org.uk), to ensure that your Returns Request is dealt with promptly.

## **Condition of Returns**

The products are your responsibility from the point of delivery. It is important that returned items are kept in the best possible condition, so please take reasonable care of them and keep all original packaging. Please note that we cannot accept returned Products that we reasonably believe have been used. Where you return a product, we will examine it to determine whether a Credit is available, and will notify you as such via email within a reasonable period of time. Where you have failed to take reasonable care of the Products, no Credit will be available.

Still have questions? Please [contact us!](#)