

# UNSW Bookshop Returns Policy

UNSW Bookshop takes great pride in ensuring the highest level of service to our customers. To the best of our abilities and within our control, we will do all we can to assist you with any issues that may arise prior to, during, and following your purchase in line with Australian Consumer Law.

**UNSW Bookshop is not required to provide a refund or replacement if you change your mind.** However, we may allow exchange of these items at our discretion, and only if unused and in resaleable condition (this includes having not been removed from packaging) within 14 days of purchase.

Proof of purchase is required.