



# IARS

Community-led solutions  
for a fairer society

## IARS Books Online Sales Policies

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IARS strives for and guarantees 100% customer satisfaction. We take great care to describe accurately the bibliographic details, condition and authenticity of what we sell. In the unlikely event that there has been an error in any of these areas, we will be happy to provide a full refund of the cost of purchase on return of the item. Please see below for further details of sales policies, including our return policy.

### **PRICES AND PAYMENT:**

All prices are net. As a charity, we are not registered for VAT and all our services are not for profit. Prepayment is required except for bona fide buyers.

PayPal remittance (or credit card payment via PayPal) is the preferred payment method. However, for larger purchases, we reserve the right to request payment only by bank transfer for first purchase by new customers. Books will only ship following payment clearance. Bank charges at both ends of the transaction are to the account of the buyer.

### **SHIPMENT:**

Orders usually ship within 2 business days. Unless specifically requested, we will use standard post by Royal Mail. Postage is additional to the stated product price and is to be covered by the buyer. Postage is calculated based on Royal Mail prices as these are updated on a regular basis on their website.

### **DELIVERY TIMES:**

IARS GUARANTEES prompt packing and shipment of your order following order processing. Most orders are dispatched by latest the day following your order acceptance and many will depart the very same day. IARS CANNOT GUARANTEE the time it will take the postal system to transport your order to your destination address. Our delivery completion record is near 100%—that is, we virtually NEVER lose a parcel that we have dispatched. We ask you to please be patient with the current postal situation which is beyond the influence or control of all of us.

### **RETURNS:**

IARS accepts returns of any purchase for full refund of the purchase price. Books must be returned within 14 days of customer's receipt and must be in the same condition as when shipped by IARS. If the item is not as described in our Website description or any pre-purchase correspondence, IARS will also provide a full refund the of customer's cost of return postage.

Prior to or at the time of return postage, please advise us by Email of your wish to return the item. Please ensure that the return parcel is registered, and, if an expensive item, preferably fully insured. IARS cannot refund any returns that are lost in the post and thus not received back by us, or that are received in damaged condition.

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