Refund / Returns

General

The USQ Bookshop Return Policy is in accordance with the Office of Fair Trading QLD and guidelines are as follows:

- Please choose carefully: Customers are not entitled to a refund if they have simply changed their mind, realised they can’t afford the item, made the wrong selection or found the item cheaper elsewhere.
- Customers are entitled to a refund or exchange where the goods are faulty, wrongly described or are different from a sample shown or unfit for the purpose.

Textbook Returns

It is USQ Bookshop’s Policy to provide a refund for textbook returns within 14 calendar days* of purchase under the following circumstances:

- Withdrawal from a unit of study
- Exemption granted from a unit of study

A credit will be offered for textbook returns within 14 calendar days* of purchase under the following circumstance:

- Made the wrong selection

Before a credit / refund / exchange can be offered, customers are required to:

- Produce a register receipt / tax invoice as proof of purchase
- Ensure textbooks containing software and/or software packages, or shrink wrapped packs, remain unopened
- Ensure all returns are unmarked and in a new and resalable condition
- Provide evidence of amended enrolment, where applicable

For returns that are being returned by post or freight, customers are also required to:

- Must obtain a return authorisation first, by emailing: usq.bookshop@usq.edu.au or phone: 07 4631 2013.
- Be post marked within 48 hours of return authorisation
- Address returned items to: USQ Bookshop, O3 Block West Street, Toowoomba Qld 4350.

Should goods be returned without prior authorisation, the goods will be refused and sent back to the customer, at the customer’s expense. Textbooks returned in a damaged condition will also be treated in the same manner.

For purchases paid electronically, refunds will be credited back to the same account.

* The 14 calendar day period commences, as follows:

- **Over the Counter Sale** - When the item is paid for.
- **Online Sale** (Held for Collection at a Campus Shop) - When the item is first held, ready for collection
- **Online Sale** (Domestic Delivery) - When the item has arrived at the delivery address
- **Online Sale** (International Delivery) - When the item has arrived at the delivery address