

## Returns Policy

Our policy lasts 30 days. If 30 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange. To be eligible for a return, your item must be unused and in the same condition that you received it. It must also be in the original packaging. The cost of returning the package is to be covered by the purchaser.

- To complete your return, we require a receipt or proof of purchase. There are certain situations where only partial refunds are granted: (if applicable)
- Book with obvious signs of use.
- Any item not in its original condition, is damaged or missing parts for reasons not due to our error.
- Any item that is returned more than 30 days after delivery

## Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 10 days.

### Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at

alison.hackett@21cr.ie

+353 86 8092532

## Exchanges (if applicable)

We only replace items if they are defective or damaged. If you need to exchange it for the same item, send your item to:

21<sup>st</sup> Century Renaissance  
24 Crosthwaite Park East  
Dun Laoghaire  
Dublin A96 A898  
Ireland

For certain countries PayPal will refund the cost to return your items for refund - further information  
<https://www.paypal.com/ie/webapps/mpp/refunded-returns/general-conditions>

## Shipping Policy

Shipping is via the postal service An Post - see prices at <https://www.anpost.com> Shipping costs and packaging are added to the price before checkout. All books will be dispatched with the delivery being tracked by An Post. You will be advised of the tracking number (by email) on the day the book is dispatched. Books will be dispatched on the next working day after order. Within Ireland please allow 5 working days for delivery and outside Ireland allow 10 working days.