



# Return Policy



## Bookstore Returns

The following are details to return OpenStax textbooks that have been purchased from us (Vretta) and delivered to a bookstore in Canada.

If your book(s) arrive damaged or you receive a book(s) that doesn't match your purchase order receipt, please let us know within 30 days of receiving the books. A pre-paid return shipping label will be sent to you to return the damaged books to our distribution centre.

If for any other reason you would like to return books, here is the return policy:

- Textbooks can be returned within 12 months of purchase (date as per invoice).
- Textbooks need to be in new condition, i.e., original shrink-wrap, no damage, and not soiled. It should be in resalable condition.
- There is a restocking fee of 10% charged on the return of textbooks.
- Textbooks need to be shipped to our distribution centre. We do not cover return shipping costs.

## Process of Returning Books

Email us at [commercial@vretta.com](mailto:commercial@vretta.com) for the request to return.

Please include in your email:

- Textbook details (title, ISBN)
- Quantity requested to be returned
- Purchase order number

## Terms of Sale

All prices quoted are in Canadian dollars, unless otherwise indicated. The price of the books and their availability are subject to change without notice. If the books are unavailable, we will keep you fully informed. Please check with us at [commercial@vretta.com](mailto:commercial@vretta.com) to place an order for books.

## Privacy Policy

We collect information required to fulfill the orders and for requested communications. Please refer to the [privacy statement](#) on our website for any questions.

[Click to View Ordering Information](#)

Contact [commercial@vretta.com](mailto:commercial@vretta.com) for enquiries

