TILLIPUBLISHING

Shipping & Returns Policy

Website: tillipublishing.com | Effective Date: 21 November 2026 | Direct Book Orders

1. UK Shipping & Delivery

Books ordered directly from tillipublishing.com are printed to order in the United Kingdom by our fulfillment partner, **Bookvault**, and dispatched to UK delivery addresses. Delivery costs are calculated and shown clearly at checkout before you pay.

Under the *Consumer Rights Act 2015*, your order will be delivered within **30 calendar days** of purchase unless a different timeframe is agreed. Please check your delivery address carefully at checkout; if an order does not arrive, email **susannetschroder@yahoo.co.uk** with your order number.

2. 14-Day Right to Cancel (Change of Mind)

Under the UK *Consumer Contracts Regulations 2013*, you have the right to cancel a book order within **14 calendar days** starting from the day after you receive your books.

- **How to cancel:** Email **susannetschroder@yahoo.co.uk** within 14 days of delivery with your name and order number.
- **Returning your order:** Send the books back within **14 calendar days** of letting us know. Books must be unused and in resellable condition.
- **Return postage:** You are responsible for paying return postage on change-of-mind returns (we recommend keeping a free Proof of Postage receipt).
- **Refunds:** We will refund the book price plus standard outbound delivery to your original payment method within **14 days** of receiving the returned books or valid proof of postage.

3. Damaged, Faulty, or Incorrect Books

Under the *Consumer Rights Act 2015*, if your book arrives damaged, misprinted, or incorrect, please email **susannetschroder@yahoo.co.uk** within **30 days** of delivery with your order number and photos of the issue. We will arrange a free replacement or a full refund (including original delivery costs), and you will not pay return postage for faulty or incorrect items.

4. Return Address & Contact

Please email us before posting a return so we can confirm your order reference.

- **Email:** susannetschroder@yahoo.co.uk
- **Return Address:** Susanne T Schroder (Tillipublishing), 16 Hillside Road, West Kirby, Cheshire, United Kingdom, CH48 8BB