



Returns Policy:

Faulty or damaged goods:

Please contact us directly to notify us of your issue. Management will arrange either a replacement or full refund of purchase price*. Returns must be accompanied by your receipt and returned within 60 days. If returning via Australia Post, please contact us for our Reply Paid address.

Change of mind:

If you wish to cancel or amend your order, please do so as soon as possible. If we have already processed and sent the item(s), we may, at our discretion, issue credit for return of goods only, otherwise the transaction will be treated as a firm sale (no refund)*. Return postage is the responsibility of the customer

Delivery Times:

As much as we would love to personally deliver all our books, it is not possible. Therefore, when placing an order online, Intext Book Company/ Language International Bookstore is not liable for any damage or distress arising from the delay or failure to deliver within the expected delivery timeframes.

*For items that are sealed, a refund or exchange will not be issued if opened. For items that have online access codes, no refund is possible.