

DAMAGED BOOKS

Please advise CCH CRM Department (1300 300 224) within **seven days** of any books that are received damaged in transit. If it is necessary for the books to be returned, the CCH CRM Department will arrange return of goods and the return freight will be paid by CCH. Damaged books must be returned **within 30 days** of shipment. **CCH reserves the right to deny credit for books received after the due date. Only claims deemed valid by CCH will be credited.**

DEFECTIVE BOOKS

Please advise CCH CRM Department (1300 300 224) of any books that are found to be misbound etc. If it is necessary for the books to be returned, CCH CRM Department will arrange returned of books. The return freight will be paid by CCH. Claims for defective books will be accepted **up to 12 months** from date of invoice. **CCH reserves the right to deny credit for books received after the due date. Only claims deemed valid by CCH will be credited.**

BOOKS SUPPLIED IN ERROR

Where CCH is responsible for supplying the wrong title, edition or binding etc. please advise CCH CRM Department (1300 300 224) immediately where upon collection will be arranged at CCH's expense. If the books are not available for collection **within 30 days**, **CCH reserves the right to refuse a credit.**

BOOKS SHORT SHIPPED

Please advise CCH CRM Department (1300 300 224) of any orders that are found to be short shipped. CCH must be advised of short shipped orders and a claim lodged within **30 days** of shipment. **CCH reserves the right to deny credit for claims received after the due date. Only claims deemed valid by CCH will be credited.**