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Gemfish Publications will either exchange, or refund any defective item as long as proof of purchase is provided. However, this is excluding clearance items. Without proof of purchase, no refund or exchange can be processed.

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- All tangible products purchased on this site can be returned if damaged or faulty. Delivery charges will not be refunded for faulty or damaged goods.
- Please [contact us](#) and provide your sales order number and the details of the title/s and damage concerned.

Change your mind?

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- Books can be returned (within 30 days) along with proof of purchase (the receipt shipped with the item/s) for a full refund, provided the item is still in an unused and re-sellable condition. Delivery charges will not be refunded for change of mind returns.
- The cost of returning a product you no longer want (within 30 days) is your responsibility. Any item returned in a used condition will not be refunded.