Returns & Refunds Information (Web Orders)

Orders for merchandise and past exam papers will be processed and dispatched after payment has been received, therefore your credit/debit card will be charged before the goods are dispatched.

When payment has been received we aim to dispatch your order within 5 - 7 working days.

Please note that past exam papers are non-refundable except in the following instances:

- Where a customer has mistakenly ordered duplicate papers
- Where a dispatch error has occurred

The information below refers to the returns and refunds procedure for merchandise items only.

Out of stock items

We endeavor to check stocks daily. However, in the event of an item being out of stock, we will contact you to advise of an expected delivery date, at which point you may choose to accept the delay in receiving your goods or cancel the order.

Where a product has sold out and has been discontinued, meaning that we are unable to supply the item ordered, we shall contact you to advise of this and will process a full refund.

Refunds and Exchanges

We want you to be fully satisfied with your order. If for any reason you are not completely satisfied with your purchase, you may return it to us for an exchange or refund within 28 days of the purchase date.

- **Faulty Items:** If the item received is faulty, once it is received back by us, we will replace it where possible or refund the value of the item. We will also refund you the cost of your delivery charge from the original order.

- **Unwanted Items:** If the item received is unsuitable, e.g. wrong size, then provided it has not been in your possession over 28 days and can be sold again as new, we will replace or refund the value of the item only. Please note the original delivery charge will not be refunded.

If the item is not in a fully re-saleable condition, we reserve the right to refuse a refund or refund less than the full price.

We are not able to provide refunds or exchanges on any items that have been individually personalised unless the item is faulty, in which case a replacement may be provided.
If you need to return an item please:

(i) Complete the Return Form supplied in your parcel (if you do not have one please email ousa-services@open.ac.uk for a copy). Please ensure that you enter your order number and the product code of the item. You will find these on your invoice/webstore receipt.

(ii) Indicate whether you require a refund or a replacement and the reason for returning the item and enclose the completed returns form within the parcel.

(iii) Return the complete item or pack. Please do not return part items.

(iv) Detach and securely fix the pre-addressed label supplied on the returns form to the outside of your parcel and take it to your nearest Post Office, where you should obtain a Proof of Posting stamp on your counterfoil. Please keep this for your reference.