

Trawl Services Limited: Buying, Returns and Privacy policies

Buying A

You may buy single books by PayPal or Visa / Mastercard through the PayPal secure website. For multiple orders please contact us (click "contact us" under Multiple Orders on Buy Page).

Buying B

Post a cheque payable to Trawl Services Ltd to our registered office address (see bottom of any page).

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Orders are dispatched by second class post within three days of funds receipt. Royal Mail Proof of Posting is retained. If you report non-delivery of goods Royal Mail will be asked to investigate the reason for non-delivery. We will respectfully ask you for a statement which declares your non-receipt of the book(s). We will, at our discretion, either refund your payment in full or repeat your order.

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Guarantee

We guarantee the good physical condition of the book until it is delivered by Royal Mail at your (the requested delivery) address.

Returns Policy If the book arrives in a damaged state then please contact us by email immediately. **Do not return the book unless requested by us to do so.** We may ask you to return the book and on its receipt we will, at our discretion, immediately replace the book or refund the full price you paid, through PayPal. Your return postage will also be refunded. We will respectfully ask you for a statement which describes the damaged state of the book on its arrival at your address and will ask Royal Mail to investigate. Your statutory rights under EU Directives are not affected.

Contact

Please use the "contact" facility on the website to contact us.

Privacy Policy We will not pass your information to third parties, other than your address to enable our dispatch company to post the book.