

These policies govern the retail sale, shipping, delivery, and fulfillment of books and other physical products sold by BRIT Press through its website, direct sales channels, or institutional orders.

1. Purpose

The purpose of these policies is to provide clear expectations for customers while ensuring fair, consistent, and efficient handling of orders.

2. Customer Categories

For the purposes of retail sales, fulfillment, and billing, BRIT Press distinguishes between the following customer categories:

2.1 Retail Customers

Retail customers include individuals, organizations, booksellers, and institutions that pay in full prior to shipment, whether ordering through the online storefront or by direct purchase.

Retail transactions are processed upon receipt of payment and shipped according to standard fulfillment procedures.

2.2 Institutional and Wholesale Customers

Institutional and wholesale customers are customers who have been approved by BRIT Press to receive invoices and remit payment after shipment.

Eligibility for invoiced terms is determined by BRIT Press and may depend on order volume, frequency, administrative requirements, or existing agreements. Institutional or wholesale terms are not automatically granted based on customer identity or affiliation.

2.3 Periodic Review of Customer Accounts

BRIT Press periodically reviews customer accounts to ensure that billing, fulfillment, and shipping arrangements remain appropriate and aligned with current purchasing activity.

As part of this process, BRIT Press may update customer classification, billing terms, or fulfillment procedures. Any changes will be communicated in advance whenever possible and will apply to future orders.

3. Ordering and Payment

Retail orders require payment prior to shipment. Institutional and wholesale orders may be invoiced following shipment when approved by BRIT Press.

3.1 Order Processing

Orders are processed after payment is received and confirmed. Processing times may vary depending on inventory availability, order volume, and seasonal demand.

3.2 Pricing

All prices are listed in U.S. dollars unless otherwise noted. Prices are subject to change without notice.

3.3 Taxes

Applicable sales taxes are calculated at checkout in accordance with local and state regulations.

3.4 Order Cancellation

Orders may be canceled prior to shipment by contacting BRIT Press. Cancellation requests are not guaranteed and depend on the order status at the time of the request.

Orders for print-on-demand (POD) titles cannot be canceled once production has begun.

3.5 Order Acceptance

BRIT Press reserves the right to refuse or cancel any order at its discretion, including in cases of pricing errors, product availability issues, or suspected fraud.

4. Shipping Policies

4.1 Shipping Methods

BRIT Press ships orders using reputable domestic and international carriers. Shipping options, rates, and estimated delivery times are displayed at checkout when available.

4.2 Processing Time

Orders are typically processed within a reasonable timeframe after purchase. Processing time is separate from shipping transit time.

4.3 Delivery Estimates

Delivery timelines provided by carriers are estimates only and are not guaranteed. BRIT Press is not responsible for delays caused by carriers, weather events, customs processing, or other factors beyond its control.

4.4 Backorders and Availability

In the event that an item is out of stock or unavailable, BRIT Press may place the item on backorder, delay shipment, or cancel affected items within the order. Customers will be notified when possible and provided with available options, including waiting for restock or receiving a refund.

4.5 Split Shipments

Orders containing multiple items may be fulfilled in separate shipments depending on inventory location or production method. Print-on-demand titles may ship separately from stocked items. Additional shipping charges will not be applied without prior notice.

5. Risk of Loss and Title

Ownership of physical products transfers to the customer upon shipment from BRIT Press or its fulfillment partners.

Risk of loss or damage passes to the customer once the order is handed off to the carrier.

BRIT Press will assist customers in resolving issues related to lost or damaged shipments in accordance with the policies below.

6. Lost or Damaged Shipments

6.1 Damaged Items

If an order arrives damaged, customers should notify BRIT Press within 14 days of delivery. Documentation such as photographs of the damaged item and packaging may be required to process a claim.

6.2 Lost Shipments

If a shipment appears to be lost in transit, customers should contact BRIT Press after the carrier's estimated delivery window has passed. BRIT Press will work with the carrier to investigate the issue.

6.3 Resolution

When appropriate, BRIT Press may offer a replacement, refund, or store credit. Resolution is determined on a case-by-case basis and may depend on carrier findings and claim outcomes.

7. Returns and Refunds

7.1 Eligibility for Returns

Returns may be accepted for books that arrive damaged, defective, or incorrect. Customers should contact BRIT Press within 14 days of delivery to request a return. Returned items must generally be in original condition unless damaged in transit.

7.2 Non-Returnable Items

Certain items may be non-returnable, including but not limited to:

Custom or special-order publications

Print-on-demand (POD) titles (see Section 8 for details)

Discounted or clearance items (unless defective)

7.3 Return Authorization

Customers should contact BRIT Press before returning any item. Unauthorized returns may not be accepted.

7.4 Refund Processing

Approved refunds are issued using the original method of payment or as store credit, at the discretion of BRIT Press.

7.5 Return Shipping

Unless otherwise determined by BRIT Press, customers are responsible for return shipping costs. In cases involving damaged, defective, or incorrect items, BRIT Press may provide a return label or reimburse reasonable shipping costs.

8 Print-on-demand (POD) Titles

Some BRIT Press titles are produced using print-on-demand (POD) services.

These titles are printed individually and are not eligible for discounts, including promotional, bulk, or subscriber discounts, unless explicitly stated.

Delivery timelines for print-on-demand titles may differ from stocked titles. Orders for POD titles typically require 2–4 weeks for delivery, depending on printer production schedules and shipping timelines. Production and fulfillment of POD titles are managed by third-party printing partners and are ultimately outside the direct control of BRIT Press.

Estimated delivery times for POD titles are provided as guidance only and are not guaranteed. Delays related to printer production schedules, supply availability, or carrier transit times do not constitute grounds for cancellation once production has begun.

9. International Orders

9.1 Customs and Duties

International customers are responsible for any customs duties, taxes, or fees imposed by their country. These charges are not included in the purchase price or shipping fees.

9.2 Customs Delays

BRIT Press is not responsible for delays caused by customs inspections or clearance procedures.

9.3 Taxes and VAT

International orders may be subject to value-added tax (VAT), goods and services tax (GST), or similar charges imposed by the destination country. These charges are not collected by BRIT Press and are the responsibility of the customer.

10. Bulk and Institutional Orders

Bulk, wholesale, or institutional orders may be subject to separate terms, pricing, and shipping arrangements. Customers placing such orders should contact BRIT Press directly for details.

11. Digital Products

Digital or downloadable products are non-refundable once access has been provided.

12. Address Accuracy

Customers are responsible for providing accurate and complete shipping information at checkout. BRIT Press is not responsible for delays, losses, or additional shipping charges resulting from incorrect or incomplete addresses.

Orders returned due to incorrect or incomplete addresses may be subject to additional shipping charges for reshipment.

13. Force Majeure

BRIT Press is not liable for delays or failures in fulfillment caused by events beyond its reasonable control, including but not limited to natural disasters, labor disruptions, carrier outages, or governmental actions.

14. Customer Support

Questions regarding orders, shipping, or returns should be directed to BRIT Press customer support. BRIT Press aims to respond promptly and resolve issues in good faith and in a fair, practical manner.

15. Policy Updates

These retail and shipping policies may be updated periodically. The most current version will always be posted on the BRIT Press website and applies to orders placed after the effective date of the update.