

# Refund and Returns Policy

**Last Updated:** March 27, 2026

At **Castell Publishing**, we are committed to providing high-quality books and publishing services. This Refund and Returns Policy explains when refunds, replacements, or returns may apply to purchases made through our website.

Nothing in this policy excludes, restricts, or modifies any rights you may have under the **Australian Consumer Law**.

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## 1. Consumer Guarantees

Under the **Australian Consumer Law**, products sold to consumers come with guarantees that they will:

- Be of acceptable quality
- Match the description provided
- Be fit for their intended purpose

If a product fails to meet these guarantees, you may be entitled to a **repair, replacement, or refund**.

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## 2. Physical Books

### Damaged, Defective, or Incorrect Items

If you receive a book that is:

- Damaged in transit
- Defective or incorrectly printed
- Not the item you ordered

Please contact us within **14 days of delivery**. We may request photographs to assess the issue.

Where appropriate, we will provide one of the following:

- A replacement copy
- A refund
- A store credit

Return shipping costs will be covered by us where the item is faulty or incorrect.

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### Change of Mind

If you wish to return a physical book due to a **change of mind**:

- The return must be requested within **14 days of receiving the item**
- The book must be **unused and in resalable condition**
- The customer is responsible for **return postage**

Once the returned item is received and inspected, a refund will be issued for the purchase price (excluding original shipping costs).

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### **3. Order Cancellations**

Orders may be cancelled **before they have been processed or shipped**. Once a physical item has been shipped, cancellation requests will be treated as returns under this policy.

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### **4. Refund Processing**

Approved refunds will be issued to the **original payment method** used at checkout.

Please allow **5–10 business days** for the refund to appear in your account after processing, depending on your financial institution.

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### **5. Contact Information**

For refund requests or order support, please contact:

#### **Castell Publishing**

Email: [service@castellpublishing.com](mailto:service@castellpublishing.com)

Website: <https://castellpublishing.com/>

Please include your **order number and purchase details** when contacting us.

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