

## Order cancellation form

Customers may cancel their order at any time prior to despatch. Any notification of a wish to cancel an order must be made in writing, by letter, or email to our Customer Service team or by completing and returning the form below.

A refund will be made as soon as possible after the customer cancels, but within 30 days at the latest. Refunds will be issued by the same payment method i.e. debit card payments will be refunded to the same debit card.

### Returns information

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**To** RIBA Bookshops Customer Services, The Old Post Office, St Nicholas Street,  
Newcastle Upon Tyne, NE1 1RH, UK

I, \_\_\_\_\_ give notice that I request to cancel my order for the following products

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**Order number** \_\_\_\_\_

**Ordered on** \_\_\_\_\_

**Your address** \_\_\_\_\_

**Your telephone number** \_\_\_\_\_

**Your signature** \_\_\_\_\_

**Date** \_\_\_\_\_

### Return address

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**Please complete and return this form to:**

**Post** RIBA Bookshops Customer Services  
The Old Post Office  
St Nicholas Street  
Newcastle Upon Tyne  
NE1 1RH, UK

**Email** orders@ribabookshops.com

Your order cannot be cancelled once it has been despatched (including electronic downloads). If your order has already been despatched it may be necessary to return the product to us before a refund can be issued.

If your order has already been despatched please contact our Customer Service Team (details above) to enquire about returning items and refunds.