

Terms:

Books are offered subject to availability at time of order.

Under the EU 'Consumer Contracts (Information, Cancellation and Additional Charges) Regulations, 2013' The Chaucer Bookshop are under a legal duty to supply goods that are in conformity with the sales contract. The same regulations entitle you to cancel the sales contract for any reason within 14 days of receipt of your order.

Our Cancellation Instructions and Information can be found [here](#).
Our Cancellation Form can be found [here](#).

If you do not understand the purchase details or cancellation procedure please contact us and we will be happy to clarify. As ABA members we adhere to the Code of Good Practice set out by their Standards Committee, which can be found on their website [here](#).

Payment is in Pounds Sterling.

You can shop on-line or contact us directly.

We aim to provide an efficient and helpful service, and do our best to despatch books as quickly as possible. However, please allow for weekends and bank holidays when calculating the arrival time of your book (s).

POSTAGE:

We mail worldwide.

We always pack and post at cost, but because of the varieties of book sizes and weights, postal costs and services, and customer preferences, we do not impose a standard postage charge.

Unless we are advised otherwise at point of purchase we will choose the service we consider most appropriate for your location and the value of the book. All parcels worth £100 or more will be sent by a tracked service unless you request otherwise.

You are welcome to raise the question of postage at the time of ordering, and if you do so we will not take payment for postage until we are agreed on service and cost.

With thanks for your order.