

# Important Customer Information

## Delivery Information

Printed books are subject to our delivery charges and schedule which are

\$5.99 ex vat (UK and Eu only) First class post delivery 1-2 days for UK deliveries and 5-7 days for Rest of World.

Products will be shipped within 24 hours of the order being received.

Please report any products undelivered or damaged within 7 days to [sales@proact-solutions.co.uk](mailto:sales@proact-solutions.co.uk) or telephone at +44 1322 667495

## Returns Policy

Proact Solutions Ltd offer a 30 day full money back guarantee on all products.

For printed books the book must be returned to Proact Solutions Ltd, 1 Farmhouse Cottages, College Road, Swanley Kent BR8 7LX England. To ensure the 30 day deadline is met please contact Proact at [sales@proact-solutions.co.uk](mailto:sales@proact-solutions.co.uk) or telephone +44 1322 667495 in advance to confirm that the book has been shipped.

On receipt of the book in reasonable condition a full product refund will be processed.