Bookstore Returns Policy

Vision: Grow - Flourish - Succeed
Mission: Together we inspire creative, mindful learners who value diversity, support one another and strive for success.

1. Purpose of policy

The purpose of this policy is to outline the procedures for returning books purchased from the GEMS Founders School, Dubai bookstore. This policy applies to all purchases.

2. General Policy on Returns

- FS to Year 9 Purchases: Books purchased for students in Foundation Stage (FS) to Year 9 are final and cannot be returned or exchanged, except if received in a damaged condition.
- Damaged Books: If any book is received in a damaged condition, it may be returned within 5 days of purchase. The bookstore must be notified immediately upon discovery of the damage, and the book should be returned in its original packaging.
- Purchase Errors: For all other purchases, if a book has been purchased in error, an exchange may be granted provided that the book is unused and in perfect condition. The request for an exchange must be made within 5 days of purchase, and the original receipt must be presented.

3. Terms and Conditions

- Final Sale Items (FS to Year 9): All books purchased for FS to Year 9 students are final and are not eligible for return or exchange, except in cases of damage.
- Damaged Items: Damaged books must be reported within 5 days of purchase. The school bookstore reserves the right to assess the damage and determine whether a replacement or exchange is appropriate.
- Exchange Eligibility: For eligible returns (excluding FS to Year 9 purchases), the book must be in its original, unused condition, free from any markings, and in the original packaging. The exchange request must be accompanied by the original purchase receipt.
- Subject Changes (Year 10 to Year 13): Parents of students in Year 10 to Year 13 may exchange books in the event of a subject change. The book must be unused, in perfect condition, and returned within 14 days of receiving the book. The original purchase receipt must be presented for the exchange to be processed.
- No Refunds: The bookstore does not offer refunds for books or online resources for any year group. Exchanges are the only form of compensation provided.
- Proof of Purchase: All returns and exchanges must be accompanied by the original purchase receipt. Failure to present a receipt may result in the denial of the return or exchange request.
- Special Orders: Books that have been specially ordered for individual students are non-returnable and non-exchangeable, unless they arrive in a damaged condition.

4. Procedure for Returns and Exchanges

1. Report the Issue: Contact the bookstore within 5 days of purchase to report any issues with the book.

2. Return the Book: Bring the book and the original receipt to the bookstore. If the book is damaged, ensure it is in its original packaging.
3. Assessment: The bookstore staff will assess the book to determine if it meets the conditions for return or exchange.
4. Completion: If approved, an exchange will be processed immediately, subject to stock availability.

5. Exemptions

This policy does not cover books that are lost, stolen, or damaged due to misuse. Books returned outside the specified time frame or without proper documentation will not be accepted.

6. Monitoring and review

This policy has been discussed and agreed by the GEMS Founders School, Dubai teaching staff and leadership teams for implementation.

Signed ..... Date .....11 August 2026.....
Manager School Operations

Signed ..... Date .....11 August 2026.....
Whole School Vice Principal

Signed ..... Date .....11 August 2026.....
Associate Principal

Signed ..... Date .....11 August 2026.....
Executive Principal/CEO/Executive Vice President of Education

Next policy review date:
August 2027