

Returns Policy

You may return faulty items within 30 days of delivery for a full refund. FHWA will also pay the return shipping costs if the return is a result of an error on our behalf (e.g. you received an incorrect or defective item).

You should expect to receive your refund within 30 days of giving your package to the return shipper, however, in many cases you will receive a refund more quickly. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time it takes us to process your return once we receive it (3 to 5 business days), and the time it takes your bank to process our refund request (5 to 10 business days).

Items that sustain damage in transit do not qualify under this returns policy. For claims on goods damaged in transit within Australia you should direct enquiries to the local Australia Post office, or if overseas, the local office of the delivery organisation.

If you need to return an item, simply login to your account, view the order using the "Complete Orders" link under the My Account menu and click the Return Item(s) button. We'll notify you via e-mail of your refund once we've received and processed the returned item.

Shipping

We can ship to any address in the world.

Please Note: Prices quoted in the bookshop include Postage and Handling and GST for Australian destinations only.

For overseas destinations, please email the bookshop officer with the details and we will

Shipping & Returns Policy

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provide a quote for postage and handling; email: [Bookshop Officer - Overseas Orders](#)

Please note that there are restrictions on some products, and some products cannot be shipped to international destinations.

We use Australia Post for all shipping plus an overseas carrier for both standard and large items.

In Australia standard and large items are trackable.