



LBI's Customer Cancellation Policy

Customers requesting an order cancellation should contact one of the following:

FOR PRINT & AUDIOBOOK:

Lisa Strome
Print Coordinator
1-800-363-4728 x24
519-885-3233 x24

lisa@librarybound.com

FOR CD MUSIC & VIDEO GAMES:

Tracy Reid
Music and Video Game Coordinator
1-800-363-4728 x29
519-885-3233 x29

tracy@librarybound.com

FOR DVD Material:

Anna Kardas
DVD Coordinator
1-800 363-4728 x 30
519 885-3233 x 30

anna.kardas@librarybound.com

FOR Multilingual Material:

Sue Clarke
Multilingual Selection Specialist
604-434-5242 x 229

sue@librarybound.com

We will confirm receipt of your request within 2 business days. We will then respond within 5 business days to notify you if the material is eligible for return.

We can cancel an order if the material has not been shipped from the vendor, and if we have return privileges with that specific vendor. Special circumstances will be dealt with individually.

Please note we have an automatic 12-month back order cancellation date unless we have been notified of an alternative date by the library. In most cases, material orders on our system that have reached 12-months from the initial order placement date will be automatically cancelled.

To avoid placing a duplicate order, please check the status of your order by contacting one of our Specialists or by checking your order status on our web site.

www.librarybound.com.
