

The Book Dragon

Appendix A — Model Cancellation Form

Complete and return this form only if you wish to cancel your contract. You are not obliged to use this form; any clear statement of your decision to cancel is sufficient.

MODEL CANCELLATION FORM

To:

The Book Dragon

[Insert Geographical Address]

Email: returns@thebookdragon.co.uk

I/We [*] hereby give notice that I/We [*] cancel my/our contract of sale of the following goods [*] / for the supply of the following service [*]:

Description of goods/order number:

Ordered on [*] / received on [*]:

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only if this form is notified on paper):

Date:

[] Delete as appropriate*

YOUR RIGHT TO CANCEL

You have the right to cancel this contract within 14 days without giving any reason.

The cancellation period will expire after 14 days from the day on which you receive the goods, or the last item in your order if delivered separately.

To exercise the right to cancel, you must inform us (The Book Dragon, [Insert Address], returns@thebookdragon.co.uk) of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or an email). You may use the model cancellation form above, but it is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

The Book Dragon

Returns & Refunds — Key Information

RETURNS & REFUNDS — KEY POINTS

14-Day Cooling-Off Period: You have the right to cancel your order within 14 days of receiving your goods, for any reason. Return postage is at your own cost. Books must be returned in their original, unused condition.

Defective Books: We will gladly refund or replace any book with significant quality issues, including printing defects (missing, blank or duplicated pages, illegible text), binding faults, material formatting or typesetting errors, or items that are substantially different from the product description. We will cover return postage for confirmed defects.

What We Cannot Refund: We are unable to offer refunds based on dissatisfaction with the story, content, writing style, or subject matter of a book. Minor cosmetic imperfections and customer-caused damage are also excluded.

How to Return: Email returns@thebookdragon.co.uk with your order number and a description (and photos, if applicable) of the issue. We aim to respond within 3 working days.

Refund Timescale: Refunds are processed within 14 days of receiving the returned book, to your original payment method. Please allow a further 5–10 working days for the funds to appear in your account.

Cancellation Form: You may use our Model Cancellation Form to cancel your order, available at www.thebookdragon.co.uk/cancellation-form — though any clear written statement of cancellation is also accepted.

Full policy: www.thebookdragon.co.uk/returns-policy

This summary is provided for your convenience. Your full statutory rights under the Consumer Rights Act 2015 and the Consumer Contracts Regulations 2013 are not affected. For the complete policy, please visit our website.