



Pearson

# Edexcel GCSE Maths 9-1 Higher Revision workbook - Students FAQs

## Students FAQs

### 1. When will my revision workbook be replaced?

If students purchased their book via their school, the school will be sent replacements to pass onto the students who have ordered them. The schools will receive the replacements by 24 February 2017 to pass onto the students.

If students purchased their books direct from Pearson, we will be sending replacements which they should receive by 24 February 2017.

### 2. How will my revision workbook be replaced?

We will mail them out directly to anyone who has ordered directly from us. You will receive this by 24 February 2017.

### 3. I ordered via another supplier eg. Amazon, how will I get a replacement?

Amazon will contact their customers who have previously bought the title and will refer to it as an ASIN (Amazon Standard Identification Number), meaning that:

- (a) there has been an error discovered in the book, and customers have been refunded;
- (b) the book has been corrected and reprinted and is now available to be purchased. If you would like the new title, you will need to purchase the book again on Amazon.

Please note that Amazon will:

- Process your refund directly
- Not ask their customers to return the defective book

If you purchased via another supplier, please contact them direct to discuss getting a replacement copy of the book.

#### **4. How do I send my old workbook to you to be destroyed?**

If you would rather send the old workbook back to us to be destroyed, please send it to Pearson Returns, Pearson Distribution Centre, Central Park, Rugby, Warwickshire, CV23 0WB ensuring a copy of the invoice is included.

#### **5. What were the errors in the original workbook?**

The revised pages of the original workbook can be found [here](#) on our website. A direct link to the document is [here](#).

#### **6. How do I know if I have an original with errors?**

On the back page (150) in your workbook, you will see the imprint information near the bottom of the page which says 'First published 2016' followed by '18 17 16' and '10 9 8 7 6 5 4 3'.

If you see a number 3, then this is the correct edition. If you see numbers 2 or 1 after the 3, then these are the versions of the product which contain the errors.

See Q1-3 for information on replacement copies and how these will be sent out.