

Penguin Random House Distribution

Returns Policy

This Returns Policy contains information about how to deal with returns to ensure credits are raised quickly, fairly and accurately with a minimum of fuss.

Advance Returns Authorisation (RA)

All returns will require a Returns Authorisation to be raised in advance unless explicitly exempted below.

No-Fault Returns – other than Misbound Stock

All no-fault returns must be reported within seven (7) days from Proof of Delivery Date (POD) with the exception of misbound stock, in accordance with the below. No-fault returns must be returned separately to Sale or Return (SOR) stock.

Returns less than \$150 RRP

Damage with a total value of less than \$150 RRP on one invoice. These are to be reported within seven (7) days from the Proof of Delivery Date (POD). Return the title page and back cover including the ISBN within thirty (30) days of Returns Authorisation Date. The Customer will be provided with an Australia Post Prepaid Sticker. Unless they are special packs, cds dvds/ multimedia, slipcases or stationary, they will then require a Returns Authorisation.

Damage, Duplications, Charged but Not Ordered and Picking Errors

No-fault returns including Damage, Duplications, Charged but Not Ordered and Picking Errors are to be reported within seven (7) days of the Proof of Delivery Date (POD) and returned within thirty (30) days of the Returns Authorisation Date. Damage reported outside this timeframe will be ineligible for return. In some cases, an invoice for the incorrect stock will be raised at the same time that the Returns Authorisation is created.

Damaged in Transit

If, on delivery, you notice that the goods delivered are damaged, please ensure that you sign the consignment note as “received damaged”. If, after delivery, you discover that the goods delivered are damaged, please state the reason for return as “received damaged” when submitting your Return Request. These are to be reported within seven (7) days from the Proof of Delivery Date (POD) and returned within thirty (30) days of the Returns Authorisation Date.

No-Fault Returns – Misbound Stock

Any books that are discovered to be misbound will be accepted for return up to five (5) years from the invoice date excluding books no longer distributed by Penguin Random House Distribution.

Firm Sale

Some goods are supplied on firm sale and cannot be returned or credited unless we agree in writing. This will be indicated on the invoice and may include indented goods, print on demand and special sales. To check the origin or publisher of a title, check www.titlepage.com.au.

Sale or Return (SOR)

The Trading Terms between you and the publisher of the relevant title would specify the type of stock that is returnable as Sale or Return stock and the timeframe in which it is returnable.

Promotional/Event Stock

Promotional/Event stock can be returned after the event by requesting a promotional/event Returns Authorisation in advance. Please ensure all cartons are marked clearly as “Event Stock”.



Returns Authorisation & Pickup Process

- For a No-Fault Return, a request for a Returns Authorisation can be made either by phone: 1800 338 836 or email: aftersales@prhdistribution.com.au.
- Requests should clearly identify account number, title, ISBN, quantity and reason for stock being returned.
- If emailing your request for Sale or Return stock it must either be in an Excel document or a text file (TXT).
- Once your claim is authorised, you will receive a Returns Authorisation along with labels and a copy of the courier details via mail or email, if you have registered your email address with us.
- Please ensure all boxes are labelled with the supplied labels and clearly marked with your account number. A copy of your Returns Authorisation/Claim should also be enclosed.
- Sale or Return stock and No-Fault Return stock must be packed separately upon return. If Sale or Return stock and No-Fault Return stock are combined, a carton charge will apply.
- If you use the PRH Distribution carrier to return No-Fault Return stock, the cost of return will be paid by us. This stock should be consolidated, up to thirty (30) days, where possible.
- Sale or Return Authorisations can be processed by yourself by logging onto your portal account <https://penguinrandomhouse.force.com/community/login> . If you do not have a log on please contact customerportalsupport@prhdistribution.au .

Should you have any queries, please contact PRH Distribution on 1800 338 836.

Update Your Details

Please advise us of changes in your details. Please include your business website if you have one. Email to: accounts@prhdistribution.com.au

Penguin Random House Distribution Customer Service Contact

Phone: 1800 338 836
aftersales@prhdistribution.com.au

Policies described herein are subject to change.

Version dated 7 August 2025