



## DAMAGE & MISBOUND - NZ CUSTOMERS ONLY

If you have a claim for damaged/misbound stock, with a retail value of less than \$150 RRP on one invoice, no authorisation is required. Please follow the returns guide below.

Should you require any further information please see below for After Sales contact details.

Yours sincerely  
PRH Distribution Customer Service

Freephone: 0800 860 808

Freefax: 0800 860 806

[aftersales@prhdistribution.com.au](mailto:aftersales@prhdistribution.com.au)

### NO FAULT RETURNS GUIDE

No Fault Returns	Misbound or Damaged Less than \$150.00 rrp	Misbound or Damaged over \$150.00 rrp and other no faults such as “wrong title”
Books that need to be returned or credited through no fault of yours are called “no fault” returns. No fault returns include damage/misbound, wrong title, oversupplies, duplicated orders.	<p>If you receive misbound or damaged books and the total retail value of the damaged/misbound stock is less than \$150 RRP on one invoice, no authorisation is required. Please simply:</p> <p>Return the title page or jacket/back cover including the ISBN within 30 days of the invoice date via post to:</p> <p><b>PRH Distribution 61 Goodall Close Dandenong South, Victoria 3175 Australia</b></p> <p>Include your claim showing the invoice number and the reason (misbound or damaged).</p> <p>A credit will be issued for the stock and the cost of the postage.</p>	<p>All these no fault returns require a Return Authority from:</p> <p><b>PRH Distribution After Sales Department</b></p> <p>Freephone : 0800 860 808 Freefax : 0800 860 806 <b>OR</b></p> <p><b>Email</b> <a href="mailto:aftersales@prhdistribution.com.au">aftersales@prhdistribution.com.au</a></p> <p>Email, fax or phone the details providing invoice number, ISBN and quantity, and reason for return. We will cover the cost of freight so you will receive return freight instructions with the Return Authorisation.</p> <p>No fault returns are to be sent back separately rather than mixed with other returns.</p>