Penguin Random House New Zealand

RETURNS POLICY – PENGUIN RANDOM HOUSE NZ

This Policy applies to all Sale or Return Customers only.
A customer with negotiated terms of trade should refer to those terms in lieu of this policy.

Sale or Return Conditions
Sale or return conditions (SOR) allow a Customer to apply to return any goods not sold, subject to the conditions below.

- Penguin Random House reserves the right in its absolute discretion to limit the amount of SOR Books that it will accept for return.
- The cost of returning the SOR Books to Penguin Random House, including freight costs to the Returns consolidation point in Auckland, are to be borne by the Customer, unless a contrary prior written agreement is made with the Company
- Eligible SOR Books returned will only be accepted for return if they are, in the opinion of Penguin Random House, undamaged, and in saleable condition, and have no store placed sticker attached.

SOR Books returned to the Company which are deemed by the Company not to be in accordance with the above conditions will be pulped and no credit given. An advice will be sent to the customer.

SOR Books accepted by Penguin Random House will be credited in full to the Customer's account.
The credit for returned stock will be applied to the debt from the oldest outstanding invoice on the account that was used to purchase the stock initially. Any remaining credit balance is to be used for future purchases. A cash refund of any remaining credit balance will only be provided at the discretion of Penguin Random House.

Firm Sale Conditions
Titles sold on a Firm Sale basis will be ineligible for return under Sale or Return Conditions. If in the event these titles are returned they will be pulped and no credit given. An advice will be sent to the customer.

The following Goods are Firm Sale unless otherwise agreed by Penguin Random House NZ

- Indent titles
- Penguin Merchandise
- Calendars and Stationery product
- Remainder Stock
- Audio
- All other transactions where Firm Sale was a condition of purchase.

Returns Authorisation (RA)
Whilst it is advised, it is not compulsory for an RA to be acquired before returning Penguin Random House New Zealand SOR Goods. It should be noted however that any incorrectly returned or ineligible Goods (including goods that are not our publication) will be pulped and no credit given. An advice will be sent to the customer.

- Returns Authorisations expire after 120 days.
- Returns Authorisations will permit return of stock from the most recent invoice first.
- Requests should clearly identify account number, title, ISBN, quantity and reason for stock being returned.
- If emailing your request it must either be in an excel document or a text file (TXT).

No-Fault Returns – Mis-supplied orders

Mis-supplied goods are to be reported within 30 days of the corresponding Invoice date.

- Mis-keying – In these cases the incorrectly supplied product will have been invoiced. These goods can be retained.
  If the goods are not required by the customer, a Returns Authorisation will be issued and the stock credited upon return.
  A replacement order should be placed for the original order if it is still required.
- Mis-picking – In these instances the incorrect product will have been invoiced to the Customer's account when tallied against the actual goods supplied. In order to maintain accurate stock levels in our warehouse, the incorrectly supplied product will need to be invoiced and the ordered but not supplied product credited.
  If the incorrectly supplied goods are not required by the customer, a Returns Authorisation will be issued and the stock credited upon return.
  A replacement order should be placed for the original order if it is still required.
- Short Supply **-** A short supply credit will be processed for a title that was missing from an order
- Oversupply **-** An oversupply invoice will be processed for a title that was oversupplied in an order. If the oversupplied goods are not required by the customer, a Returns Authorisation will be issued and the stock credited upon return.

No Fault Return - Damaged goods

Where you receive a delivery from Penguin Random House New Zealand and the parcel is damaged please ensure you sign the consignment note as "received damaged". If you then subsequently discover goods inside are damaged as a result of this please quote the reason "stock damaged in transit" when submitting your Return Request. These are to be reported within 30 days of the corresponding invoice date.

No-Fault Returns – Misbounds

Any books that are discovered to be misbound will be accepted for return up to five years from invoice date excluding books no longer distributed by United Book Distributors.

Damaged & Misbound Returns less than $150

Damaged and Misbound Returns with a total value of less than $150 RRP on one invoice do not require an RA.
Return the title page and back cover including ISBN within 30 days of corresponding invoice date, by post direct to Penguin Random House Distribution in Australia.
A credit will be issued for the stock and the cost of postage.
Refer to separate guide for full details.

Damaged & Misbound Return over $150

Damaged and Misbound Returns over $150 RRP on one invoice require an RA.
These Returns must be sent separately from SOR returns. The entire book should be returned to the returns consolidation address in Auckland.
Refer to separate guide for full details.

No Fault Returns - Pickup Process

- A request for a Returns Authorisation can be made by emailing aftersales@prhdistribution.com.au.
- Requests should clearly identify account number, title, ISBN, quantity, your claim number and reason for stock being returned.
- When emailing your request for Sale or Return stock it must be either in an Excel document or a text file (TXT).
- Once your claim is authorised, you will receive a Returns Authorisation along with further instructions arranging the collection of your return.
- SOR and No-Fault stock must be packed separately upon return. If SOR and No-Fault Returns are combined a carton charge will apply.
- If you use the Penguin Random House carrier to return No-Fault stock, all costs will be covered by Penguin Random House. This stock should be consolidated, up to 30 days, where possible.
- Customers can then phone 0800 860 808 to advise when ready for pick-up.

Should you have further questions about your return, please contact Penguin Random House on 0800 860 808.

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