

## Return Requirements

Apart from stock you received damaged or misbound, returned stock needs to arrive at our warehouse in mint resaleable condition. Stickers and their evidence must be removed.

If you require a Return Authority (as explained overleaf), please include only one Return Authority and claim number per consignment being returned – this will assist in the reconciliation of your account.

Keep No Fault returns separate from other returns.

Label each carton clearly with your account number, consignment note number, our Return Authority number (if one has been issued), your unique claim number and the carton number (eg 1 of 3, 2 of 3, 3 of 3).

If a Return Authority has been issued, you must include it with your return.

You are responsible for return freight costs (except for No Fault returns).



United Book Distributors

## Returns Guide for Firm Sale Customers

### Update Your Details

Please advise us of changes in your details. Please include your business website if you have one. Email to:

**accounts@pearson.com.au**

### Customer Service Contacts

#### After Sales at United Book Distributors

Phone: (03) 9811 2566

Facsimile: (03) 9811 2376

**aftersales@unitedbookdistributors.com.au**

#### Pre-Sales at United Book Distributors

Phone: (03) 9811 2555

Facsimile: (03) 9811 2405

**orders@unitedbookdistributors.com.au**

#### Pearson Australia

Phone: (02) 9454 2222

Facsimile: (02) 9453 0093

**customer.service@pearsoned.com.au**

Policies described herein are subject to change.

FS0709

→ This brochure clarifies the United Book Distributors returns policies and contains information about how to deal with returns to ensure credits are raised quickly, fairly and accurately with a minimum of fuss.

## No Fault Returns

Books that need to be returned or credited through no fault of yours are called “No Fault” returns.

### Misbound Or Damaged Less Than \$150 RRP (except Phaidon)

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:

- return the title page or jacket/back cover including the ISBN via Australia Post to United Book Distributors within 30 days of the invoice date,
- include your claim showing the invoice number and the reason (misbound or damaged).

A credit will be issued for the stock and the cost of the postage.

### Phaidon No Fault Returns, Misbound Or Damaged Over \$150 RRP and other No Faults such as “wrong title”

All these no fault returns require a Return Authority from After Sales at United Book Distributors. With the Return Authority you will receive return freight instructions as we pay the freight.

No Fault returns are to be sent back separately rather than mixed with other returns.

## Other Returns

Type of Product	Policy	Authority required
All trade titles available from Penguin	Firm Sale	
All trade titles available from Allen & Unwin	Firm Sale	
All trade titles available from Simon and Schuster	Firm Sale	
Pearson Schools titles	5% returnable within 12 months of invoice date, AND a total returns cap of 5% of the last 12 completed months' gross sales (after discount)	Return Authority required
Pearson Professional and Vocational titles Pearson Education Higher Education	15% returnable within 12 months of invoice date, AND a total returns cap of 15% of the last 12 completed months' gross sales (after discount)	Return Authority required
Pearson Library (formally Heinemann Library)	100% returnable for 3 months from 3 to 6 months after the release or re-release date	Return Authority required

To check the origin or publisher of a title, check [www.titlepage.com.au](http://www.titlepage.com.au)