

# 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 Authorisation (as explained overleaf), contact After Sales Customer Service. The Return Authorisation must be included with the consignment being returned.

Keep No Fault returns separate from other returns.

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

Where a Return Authorisation has been issued by us to your Head Office, your claim needs to clearly quote our Return Authorisation number on the carton as well as clearly on your claim documentation.

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



Returns to:  
UNITED BOOK DISTRIBUTORS  
C/O DHL Global Forwarding  
18 Verissimo Drive  
WESTNEY INDUSTRIAL PARK  
MANGERE, AUCKLAND



United Book Distributors

## Returns Guide for Independents, Franchised and Chain Booksellers, Medical, Professional and Technical Booksellers

All returns to:

United Book Distributors  
C/O DHL Global Forwarding  
18 Verissimo Drive  
WESTNEY INDUSTRIAL PARK,  
MANGERE, AUCKLAND



## Update Your Details

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

[accounts@pearsonnz.co.nz](mailto:accounts@pearsonnz.co.nz)

## Customer Service Contacts

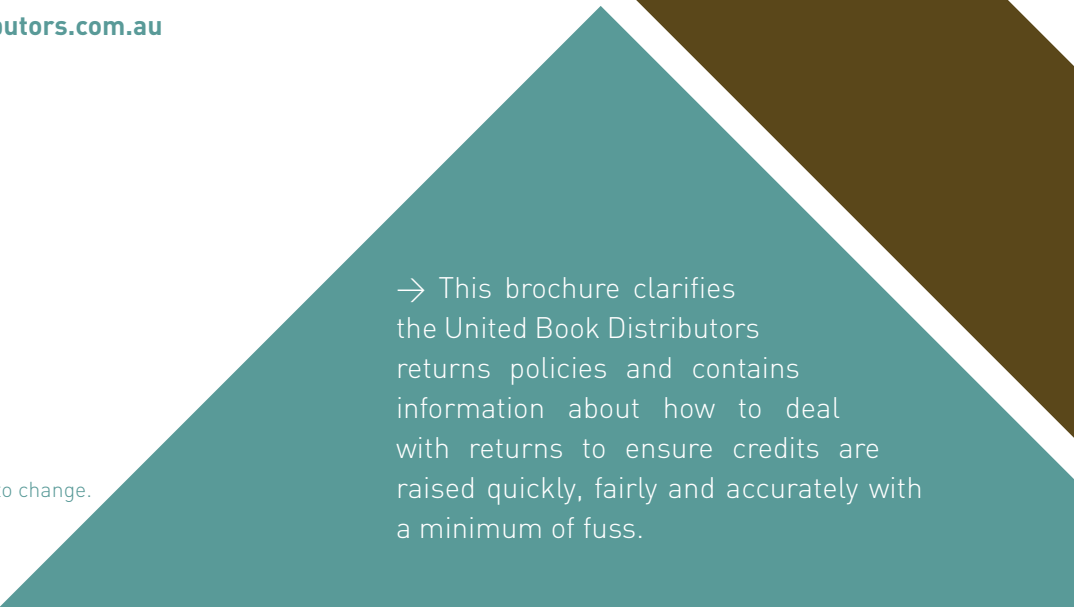
### After Sales Enquiries

Phone: 0800-860808

Facsimile: 0800-860806

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

Policies described herein are subject to change.  
NZ0709



→ 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 within 30 days of the invoice date via New Zealand Post to:  
United Book Distributors  
30 Centre Road  
Scoresby VIC 3179 Australia
- 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 Returns

- Other No Fault Returns include oversupplies, wrong titles and duplicated orders.
- These require Return Authorisation from After Sales Customer Service at United Book Distributors.
- Email/Fax/Phone the details providing invoice number, ISBN and quantity, and reason for return. Pearson New Zealand pays the freight so you will receive return freight instructions with the Returns Authorisation.
- No Fault Returns must be sent back separately rather than mixed with Sale or Return items.

## Other Returns

Type of Product	Policy	Authority required
Indent titles Imported titles over \$75RRP Penguin Audio Calendars and firm sale orders	Firm Sale	
Other trade titles from Penguin	Full Sale or Return	None
Other trade titles available from Simon and Schuster	Full Sale or Return	None
Other trade titles from Allen & Unwin	Sale or return for 0-12 months after the invoice date	None while within the policy window
<b>Pearson Education returns are subject to a separate policy. Please contact Pearson Education directly for further information.</b>		

Return Authorities are not required.

Items returned to United Book Distributors outside of these policies and titles not distributed by United Book Distributors will be destroyed and no credit given. If you are unsure, a Returns Authorisation can be obtained from United Book Distributors After Sales Customer Service.