

# PBG, PGW, CBSD, Legato & PD US/CND Return Policy

Effective March 1, 2014



**PERSEUS**  
DISTRIBUTION

**LEGATO**

This represents the minimum requirements for properly documenting, packing and shipping returns to Perseus for our accounts who buy on Returnable terms of sale. We reserve the right to refuse any returns which have not met these requirements in full, or until the returned shipment has met these requirements. Any instance where the returned shipment must be sent back to the account, the account will bear the entire cost of the shipment. This policy applies to all account types and titles published and/or distributed by any of the Perseus divisions: Perseus Books Group, Perseus Distribution, Publishers Group West, Legato Publishers Group and Consortium Book Sales & Distribution.

## A. Guidelines

1. Accounts requesting credit for returned product must have purchased those titles directly from Perseus on Returnable terms of sale.
2. Returns of new titles will not be accepted for credit until after 90 days have elapsed from the title's on sale date.
3. Returns of Out of Print titles will only be accepted for 180 days from the announced out of print date, unless otherwise noted by the publisher.
4. Out of Print titles are posted on our public websites, as well as announced in product data feeds (see Section G).
5. Accounts who have bought titles on a Non-Returnable basis will not receive credit.
6. Returns must be in saleable condition, as determined by Perseus.
7. Account must be an active, open account to receive credit for returns.
8. Returns must be accompanied by a Debit Memo (see Section C) clearly identifying its Debit Memo number, ISBN, title, list price and quantity.
9. Perseus will NOT accept estimated or anticipated returns deductions from remittances, prior to the issuance of the Perseus Credit Memo.
10. Perseus will not accept responsibility for the return or the storage of returns made in error, and reserves the right to destroy said returns (see Section F).
11. Perseus will accept returns of titles published by clients who are no longer distributed by any of the Perseus divisions ONLY during the announced returns period, posted on our public websites (see Section G).
12. Once the returns period expires, any title published by clients who are no longer distributed by any of the Perseus divisions will be rejected for credit.
13. Freight costs for returns are solely the responsibility of the account. Any freight sent COD will be rejected.
14. Freight must be sent via a traceable freight method, in case it's lost.

## B. Return Shipment Preparation

1. The account's Debit Memo number must be clearly marked on the outside of each carton or pallet of the shipment, accompanied by a packing list.
2. The Debit Memo should be clearly identified as "packing list document" and be attached to the exterior of the leading carton in the shipment.
3. Whole Book and Stripped Cover returns must be packed in separate cartons, boxes securely taped and clearly marked, with a box weight not to exceed 40 lbs, and on a pallet not exceeding 49" high, including pallet.
4. Carton/Pallet labels must indicate the number being returned (i.e. 1 of X, 2 of X).
5. One Debit Memo per pallet.
6. The agent making appointments should be prepared to supply the account's name, your Perseus Bill To account number, your Debit Memo number, and the pallet and/or carton count.

## C. Debit Memo Preparation

1. Returns must be accompanied by a Debit Memo clearly identifying its Debit Memo number, ISBN, title, list price and quantity.
2. Accounts must issue separate Debit Memos for Whole Book returns, Stripped Covers, Refusals.
3. For Refusals, provide the Perseus Invoice number.
4. Debit Memos must not span shipments.
5. All of your claims for return discrepancies must be made within 30 days of receipt of the Perseus Credit Memo.
6. Your Perseus Credit Memo will denote all items which have been received and processed for credit.
7. Your Perseus Credit Memo will not detail any product which has been rejected.
8. See Section F for further explanation.
9. Details of ineligible product must be obtained through your Perseus Account Receivable Department contact.

## D. Stripped Cover Returns

1. Perseus will accept front stripped cover returns ONLY on those paperbacks denoted by an "S" in the triangle found on the back cover.
2. All other paperbacks without that marking must be full copy returns only.
3. In submitting stripped cover returns for credit, the account must certify that the book block from which covers are returned will be shredded in such a manner as to make them unusable after covers are returned for credit.
4. Covers must be bundled and rubber-banded in packs of about 500 covers each, barcodes uniformly oriented, edges trimmed clean (i.e. no paper from the book spine).
5. Bundle embossed covers and "cutouts" separate from others.

## E. Calendar Returns

1. Calendars are returnable through April 30th of the calendar's year (i.e. 2010 calendars are returnable through 4/30/10).
2. Returns made after April 30<sup>th</sup> of the calendar's year will be rejected for credit.
3. Calendars can be returned as Stripped Cover returns, if the account so chooses.

## F. Reasons Why Returns May Be Rejected

1. **NOP:** Titles that are not published by Perseus or any of its distribution clients.
2. **NLD:** Titles from client publishers no longer distributed by Perseus and has past its Last Return Date, announced by the departing client publisher.
3. **OP:** Title was assigned as Out of Print and past its Last Return Date.
4. **POD:** Titles that are Print on Demand are sold Non-Returnable.
5. **Non-Returnable Account:** Account's terms of sale are Non-Returnable.

## G. Return Ship To/Additional Information

### US Return Ship To Address

Perseus Distribution  
Attn: Returns  
193 Edwards Drive  
Jackson, TN 38301

### Canadian Return Ship To Address

Fraser Direct Distribution Services Ltd.  
100 Armstrong Avenue  
Georgetown, ON L7G 5S4

### International Returns

See the International Return Policy for more details. Contact your Perseus Sales Representative or Customer Service for a copy.

### Public Websites

**Perseus Book Group:** [www.perseusbooks.com](http://www.perseusbooks.com)

**Publishers Group West:** [www.pgw.com](http://www.pgw.com)

**Perseus Distribution:** [www.perseusdistribution.com](http://www.perseusdistribution.com)

**Legato Publishers Group:** [www.legatopublishersgroup.com](http://www.legatopublishersgroup.com)

**Consortium:** [www.cbsd.com](http://www.cbsd.com)