



SALES DEPARTMENT
GREAT CLARENDON STREET
OX2 6DP

OXFORD UNIVERSITY PRESS UK RETURNS POLICY

Our current returns policy is summarised below. We would be grateful if you would ensure that your staff are familiar with the conditions detailed and note that we will only accept returns which are made in accordance with the terms of this policy. With every return request we require a Customer Account Number, Address and all appropriate Invoice Numbers or dates. Any request for authorisation which does not contain all the relevant information may be delayed or rejected. Returns requests submitted electronically (e.g. spreadsheet) will help speed up the authorisation process.

1. GENERAL CONDITIONS FOR RETURNS

The following conditions must be fulfilled for all returns;

- Formal authorisation must be given by OUP prior to the goods being returned. Authorisation may be provided by your Sales Representative (where appropriate) or by contacting the OUP Returns Team at returns.uk@oup.com or telephone +44 (0)1536 452779.
- Goods must be returned within 2 months of authorisation for UK & Europe or 3 months for the Rest of World.
- The number and the date of the original invoice must be quoted.
- The physical goods must be returned complete with officially recognised authorisation, agreed references of return on or inside each consignment along with a listing of returned titles. N.B. Health & Safety: maximum weight of parcels must not exceed 17kg.
- Complete return labels clearly including the number of cartons e.g. 1 or 2 etc. and enclose Returns paperwork in Box 1 and mark the carton 'paperwork enclosed'.

2. SALE OR RETURN

Sale or Return items must be specifically agreed with the sales team before purchasing. Items which have been agreed as Sale or Return will be identified by a text at header level on your invoice. If you would like to return a Sale or Return item, the following conditions must be fulfilled;

- They are returned within 6 months of original invoice date
- The books are received at our Distribution Centre in Kettering in a re-saleable condition (i.e. Not damaged or marked in any way – see 3. OVERSTOCKS for further definition)
- General returns conditions met as detailed in 1. GENERAL CONDITIONS FOR RETURNS

3. OVERSTOCKS

We will accept overstock returns for a full credit provided that;

- The request for authorisation to return is not made before 3 months or after 12 months from the date of the original invoice (6 months for International OXED customers).
- The books are sent carriage paid to our Distribution Centre in Kettering.
- Goods are received by OUP in a re-saleable condition. Goods that have been damaged or defaced in any way will not be considered re-saleable. This includes (but is not exhaustive);
 - × Price-stickers or marks e.g. glue residue following removal of sticker (excluding stock stickered by OUP)
 - × Security tagging
 - × Damaged pages
 - × Permanent marks such as creasing or spine indentations
 - × Shop-soiled copies
- General returns conditions met as detailed in 1. GENERAL CONDITIONS FOR RETURNS
- The books are not out of print See 4. OUT OF PRINT & OLD EDITIONS below

- N.B. Authorisation to return basic stock items including dictionaries, bibles etc, will only be given in exceptional circumstances

4. OUT OF PRINT & OLD EDITIONS

These cannot be accepted for credit unless the return has been specifically requested by OUP. In the case of old editions, they must be authorised within 4 weeks from publication of the new edition.

5. OUP ERRORS

All books wrongly supplied through servicing errors should be requested for return within 14 days of receipt. Any reasonable claim for the reimbursement of your expenses in making the return will be met.

Any books which are damaged on receipt by the bookseller should be requested for return within 14 days of receipt. If the RRP of the title is less than £50, once authorised, Booksellers need only return the following;

- Hardbacks; Title page and first 16 pages
- Paperbacks; Title page, covers and first 16 pages

If the RRP is £50 or over, the whole book should be returned. Any reasonable claim for the reimbursement of your expenses in making the return will be met.

6. BOOKSELLER ERRORS

Refer to 3. OVERSTOCKS.

7. FIRM SALE

Any titles marked as 'Firm Sale' on the text at header level on your invoice will not be authorised for return under any conditions (excluding OUP Errors).

All sheet music and Associated Board titles are supplied on a firm sale basis. Firm sale on other titles will be indicated on the invoice.

Booksellers should note that returns made without authorisation or that do not conform to the above policy will not be credited and will be returned to the sender at their expense. OUP does not accept responsibility for the condition of such books or for their safe return.

8. BATCH RETURNS

Customers registered for Batch Returns will need to submit all returns requests via Batch for authorisation subject to Batch/ Industry Returns Initiative standards. OUP will only accept returns from Batch customers registered in the UK at this time.

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