

RETURNS POLICY

FOR CUSTOMERS OUTSIDE THE U.S.A.

Before returning any product to Ingram, please contact Customer Service to determine return eligibility and the proper procedure for returning product.

Ingram categorizes returns as either **Hassle Free** (Damaged/Defective/Shipped in error) or **Overstock Returns** (Excess inventory), and a different returns process exists for each type. Please always indicate in your correspondence what type of return is desired.

E-mail: ii.customer.service@ingramcontent.com

Phone: 615-793-5000 Ext 27652

Fax: 615-213-5720

Attention: Returnability Report Request

Hassle Free: Damaged/Defective/Shipped in Error/Missing Items

Items that are received damaged or shipped in error must be reported to Ingram Customer Service within 60 days of receipt of the shipment. Defective product (pages/chapters missing; pages printed upside down, etc.) may be reported at any time. Customer Service will require the following information in order to determine the disposition of the goods:

- Your Shipping Account Number
- Order number
- EAN
- Title
- Type of damage / problem
- Value of goods
- Quantity & Weight
- Number of skids or cartons

If Customer Service determines the shipment must be returned to Ingram, **Ingram will arrange for carrier pickup and co-ordinate with the given contact at the origin store or facility.** If Ingram instructions are not followed or Ingram's designated carrier is not used for the shipment, then documentation will not be provided for the shipment to be cleared under Ingram, nor will Ingram be responsible for any fees or fines associated with the shipment.

All cartons returned for damage, defects or shipped in error should be marked HSF for crediting.

Claims for lost orders should reference your invoice number, Ingram is not liable for lost orders shipped by uninsured Parcel or Book Post, or once your freight forwarder has signed for the order.

Overstock Returns Eligibility

All titles stocked by Ingram are eligible for return unless designated as non-returnable and are in resalable condition. Non-returnable titles are identified on Ingram data feeds and ipage®.

For Overstock returns over 100 units, please contact customer service to have the titles pre-screened for eligibility.

Total returns may not exceed 10% of purchases made during the previous 12 months. Ingram will process the returns and issue a credit memo to the bookseller's account. Deductions may not be made by the bookseller.

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Overstock Returns

Overstock returns will be credited at 50% off the retail price for standard discount books. Short discount books will be credited at 10% less than the invoiced price.

Mass market titles (designated by a "P" department code) are to be stripped and only the covers returned. Failure to strip the covers will result in a processing fee of up to \$.10 per unit. Publishers require that stripped books be destroyed.

Hard covers designated by "R" and Quality Paperbacks designated by a "Q" in the Ingram database must NEVER have their covers or title pages stripped and must be returned complete. Calendars and other dated materials have unique return limitations or due dates because of publisher restrictions. Calendars are NOT strippable.

The use of the Ingram overstock returns form and special returns label, available through Customer Service, and via ipage®, highlight your shipment as a return, thus expediting the processing of your return and insuring proper credit to your account.

Cartons for Overstock returns should be marked OVS for crediting.

Ingram reserves the right to return all unacceptable returns, or products in non-salable condition, books beyond the publishers return date or purchased non-returnable. These will be returned at the bookseller's expense, or Ingram will dispose of the product with no credit due and a \$2.00 per unit handling fee.

Shipping Arrangements for Overstock Returns

Customers must make arrangements with their carrier and/or freight forwarder for door to door transportation service back to Ingram in Chambersburg, PA, and are responsible for all customs documentation to import goods into the US. Your Carrier or Forwarder can provide guidance on necessary customs documentation and US import requirements, including US customs broker assignment, proper invoicing, and gaining a customs assign number enabling a foreign entity to import to the US on a single shipment basis. All shipping charges must be prepaid by the customer.

VERY IMPORTANT NOTE: INGRAM CANNOT BE RECORDED AS IMPORTER OF RECORD, and will not be responsible for customs clearance or the payment of any applicable duties or taxes, or any fees or fines that may occur.

If Ingram is listed as Importer of Record we will refuse to clear the shipment, and you will need to work with your carrier to have the shipment returned at your cost, or have the shipment abandoned. Ingram will not issue credits for goods in these cases.

For further information on U.S. import regulations please refer to: <http://www.cbp.gov/trade/basic-import-export>

Address information for returns:

International & Canadian Customers, Overstock returns only

Ingram Book Company Returns
1210 Ingram Drive
Chambersburg, PA., U.S.A. 17201

For Canadian customers only, send hassle free returns to:

Ingram and/or Spring Arbor
C/O Purolator USA Logistics Center
1151 Martin Grove Road
Rexdale, ON M9W 4W7
Canada

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