

## Returns Policy for Elsevier Books (EMEA)

### Introduction

All returns to Elsevier should fall within the following criteria. All returns to Elsevier require prior authorisation. Those received outside of policy terms and without prior authorisation will not be credited or returned to you.

Prior authorisation must be obtained from your sales representative before any books are returned to Elsevier. Those items received without prior authorisation will be referred to the sales representative by Customer Services. Non-authorised books will not then be credited or returned to you. To be considered for approval your intended return must meet the requirements listed below. If approval is granted a copy of the authorisation must be included in each carton.

All cartons containing returns for Elsevier must have a **green** Elsevier returns label clearly visible on the outside of the carton with the following information clearly and legibly completed: **Bookshop name; Account number; Address; Postcode; Contact name; Contact phone number; Box number**. Cartons without these details will be rejected by Elsevier and remain with the carrier.

Returns labels are available from Customer Services or your Book Sales Representative. **Please quote ISBN Z00005094 for a pack of 30 labels.**

### Standard and Overstock Returns

In addition to prior authorisation to return the following conditions apply to returns:

- No books will be credited within three (3) months or beyond fifteen (15) months of original invoice date with the exception of imperfect copies.
- Books will only be credited if in a re-saleable condition and with non-Elsevier price markings or stickers removed.
- **You need to include in all cartons Elsevier's authorisation to return with a listing headed with the customers name, address, account number and detailing: Original invoice number, ISBN; Title; Quantity and Reason for return.**
- Books declared Out-of-Print will be accepted within four (4) months of notification of Out-of-Print status by Elsevier. We will accept the copyright page and front and back covers and spine for Out-of-Print returns. Titles made OP may be accepted for return even if invoiced more than 15 months previously, subject to the within 4 months notification rule and sales approval.

### Policy for claims relating to delivery of order (Imperfect, Damaged, short delivery or incorrect items)

- **All claims for damages, short delivery or incorrect items must be notified to Elsevier Customer Services within 10 days of receipt of the damaged consignment in the UK and 25 days in Europe, the Middle East and Africa.**
- Please contact Customer Services prior to the return of imperfect goods or goods received damaged from Elsevier. Relevant documentation can then be forwarded to you to facilitate credit and shipping arrangements of such items.
- Copies received in an imperfect condition, e.g. pages missing, printing errors, etc. may be returned to Elsevier regardless of date of original invoice for exchange. Credit may be applied at publisher's discretion.
- Elsevier will contact you with regard to any titles that are required to be recalled and will inform you of shipping arrangements for such titles.

### General Issues

- All books returned must have been originally invoiced by Elsevier.
- Single cartons must weigh no more than 20kg in accordance with Health & Safety guidelines. Any cartons above this weight will remain with the carrier.

- Returns should be made in cartons of a sufficient standard with packing material to ensure good condition of books while in transit. Cartons with obvious signs of damage will be rejected by Elsevier and remain with the carrier.
- Title page or any other part-item returns will not be accepted for credit under any circumstances except those listed above or without the prior approval of a recognised Elsevier signatory.
- Books supplied on a firm sale basis are not available for credit.
- Non-book items may be returned for credit if all above criteria are met and if original packaging and security seal (if fitted) remain intact.
- Items supplied as part of a pack cannot be returned for individual credit.
- Elsevier will not pay for returns shipments with the exception of imperfect product returned as outlined above. For standard & overstock returns all costs of delivery up to delivery to the Elsevier UK warehouse, i.e. terms of Delivered Duty Paid (DDP= risk, customs clearance, port handling, tax, duty and final delivery to our warehouse) are at the customer's expense.
- The quantity and condition of books is as found when the books are un-packed at our warehouse. Any differences between the customers returns advice and what is found on un-packing at the warehouse is at the customers risk, and will not be credited. Risk (for damage and total or partial loss) is with the customer until delivery to our warehouse.

### **Returns Processing Arrangements**

#### **Return consignments should be sent to:**

Returns department  
Elsevier Limited  
c/o DHL Exel Warehouse  
2 Spire Road  
John Clark Way  
Rushden  
Northamptonshire  
NN10 0FN  
UK

#### **Customer Service Contact**

Elsevier Books Customer Services  
The Boulevard  
Langford Lane  
Kidlington  
Oxford  
OX5 1GB

UK Customers Telephone: 01865 474000 Fax: 01865 474001  
Other Countries Telephone: +44 1865 474110 Fax: +44 1865 474001  
E-mail: [eurobkinfo@elsevier.com](mailto:eurobkinfo@elsevier.com)