

## **Baker & Taylor Retail Return Policy**

**Your cooperation in following these procedures will help ensure speedy processing of returned merchandise.**

**Baker & Taylor reserves the right to modify this policy in part or in whole at any time. Download the most current version of Baker & Taylor's Retail Return Policy from [indie.baker-taylor.com](http://indie.baker-taylor.com).**

**For additional information on any of our services or policies, please contact Information Services at 800-775-1700.**

### **BOOK AND SIDELINE PRODUCT RETURNS**

Baker & Taylor's centralized returns center makes returning books easy. Retailers may return book product with no prior authorization. Returns should be shipped via UPS, FEDEX Ground, or any traceable method, as Baker & Taylor is not responsible for returns in transit.

*Reminder:* Entertainment products must be packaged separately from book products.

#### ***Send all book returns to:***

Baker & Taylor  
Dept. R  
251 Mt. Olive Church Road  
Commerce, GA 30599

#### **Book and Sideline Damages and Product Shipped in Error**

Damaged and defective items or items shipped in error may be returned within 45 days of invoice date without prior authorization, using the "quick return" form that is attached to every packing list in the shipment. Simply detach the quick return form from the packing list, highlight or circle the title being returned, indicate the quantity and the reason the book is being returned. Baker & Taylor will issue a call tag for damaged and defective items or items shipped in error. Please contact customer service to request the call tag.

Always box these returns separately from overstock returns.

Return reason codes are provided on the bottom of the main packing list. The return reason codes listed are **DAM**=Damaged, **DEF**=Defective, **INC**=Incorrect (quantity, binding, etc.) or **OVR** – Customer Request. We realize that there are various other reasons for returns. Complete information provided on the return will help ensure that proper credit is given.

## Overstock Returns – Books and Sidelines

Pre-paid overstock returns are credited at 50% of the book list price purchased from Baker & Taylor during the previous 12 months. We do not require prior permission or authorization for the return of books in saleable condition.

Overstock returns must be accompanied by Baker & Taylor’s Overstock Returns Document (fully completed) or your own packing list with detailed information (quantity, ISBN, title, price), and must include the account number and claim number on the outside or inside of all boxes to ensure proper credit. Otherwise, credit may be delayed. Books will be credited at 50% off the list price. *Download the Overstock Returns Form at [indie.baker-taylor.com](http://indie.baker-taylor.com).*

**NOTE:** For book returns in excess of 10% of the net value of books purchased from us during the previous 12 months, Baker & Taylor reserves the right to process the return and assess additional penalties, or to return the shipment at the customer’s expense.

Short discount titles, including scholarly, technical and reference titles, library editions and non-commercial publications, will be credited at purchase price, but you must identify each title by quantity, ISBN and price on a separate listing in the overstock returns documentation submitted with your return. Short discount titles not separately identified will be credited at 50% with other overstock returns.

**NOTE:** Baker & Taylor is subject to publisher return policies, and therefore any title considered non-returnable by its publisher is also considered non-returnable by Baker & Taylor. Non-returnable titles are identified on the invoices with ‘NRT’. Non-returnable titles will be returned to the customer at the customer’s expense.

## Mass Market Paperbacks (Strippable and Non-Strippable)

All mass market paperback titles considered strippable by the publisher are treated as strippable by Baker & Taylor. To determine if a title is strippable, look for the ‘S’ in the triangle next to the barcode on the back cover or on the inside front cover. If in doubt, do not strip the book.

An ‘S’ in the triangle signifies that stripped cover may be returned to B&T for credit.	No ‘S’ in the triangle signifies that full book/product return is required for credit.
 <p>ISBN 0-446-60471-2 UPC 0 70993 00650 1 60471 UPC S</p>	 <p>ISBN 0-446-60471-2 UPC 0 70993 00650 1 60471 UPC</p>

### **Strippable Publishers**

At the time of revision, the following publishers allow returns of stripped covers of their mass market paperback products (this list is subject to change so please look for to identify strippable books):

<b>Publisher</b>	<b>Publisher Code</b>	<b>Publisher</b>	<b>Publisher Code</b>
Bantam (Classics)	(BANCL)	Penguin/Puffin Children	(PENJP)
Berkeley Publishing Group	(BERKL)	Pocket NM	(POCKE,PCKLA)
Grand Central	(GDCTL)	Random House Adult	(BALAN, BANTA, BANCL, WZCST)
Harlequin	(HARLQ)	Random House Children	(RHCPM)
Harper Mass-Market	(HARPK)	Scholastic	(SCHOL)
Kensington	(KNSNM)	St. Martin's	(STMAP)
Mass- Market Leisure Books	(LEISK)	Tor Books	(TORBK)
Penguin Adult	(PNGMS)		

### **Sidelines**

At the time of revision, the following sideline vendors allow returns. For the most up-to-date list please visit [indie.baker-taylor.com](http://indie.baker-taylor.com).

Barbour	Mindware
Carson Dellosa	Mudpuppy
Christian Art Gifts	Paizo
Chronicle	Parragon
Compendium Incorporated	Peter Pauper
Elf Fun with Pop-In-Kins	Random House
Ellie Claire	Running Press
Fundanoodle	Ryland
Galison	Sterling
Gifting Tree	US Games Systems
Innovative Kids	USAopoly
Merrymakers	Wizards of the Coast

### **Return of Dated Materials**

Returns for calendars must be physically received into our Commerce, Georgia, warehouse by February 1, of the dated year in order for your account to be credited. These items may be included with your regular overstock returns and prior permission to return is not required.

*\*Contact your sales representative for additional dated materials return deadlines.*

## **Author Signing Returns**

Baker & Taylor accepts overstock returns of books ordered for author appearances. Books must be returned within 30 days of invoice and must be undamaged and in saleable condition. When processing your author signing returns, please check the Author Signing box on our Overstock Returns Form, to ensure that your account will be credited correctly.

## **ENTERTAINMENT PRODUCT RETURNS**

For the Bookstore Entertainment Program participants, Baker & Taylor's centralized returns center makes returning entertainment product easy. Entertainment products submitted for return require a returns authorization and must be packaged separately from book products. Returns should be shipped via UPS, FEDEX Ground, or any traceable method, as Baker & Taylor is not responsible for returns in transit.

### ***Send all entertainment product returns to:***

Baker & Taylor  
Dept. R  
251 Mt. Olive Church Road  
Commerce, GA 30599

### **General Guidelines**

All returns must be requested by calling Customer Service to receive a Return Authorization (RA) number. Please have your invoice & account number ready - all products must refer to a specific invoice number.

Returns must be shipped prepaid to the designated returns center with the RA number clearly marked on the outside of the box. Baker & Taylor cannot assume any liability for returns lost in transit.

Returns must have a packing slip enclosed which provides customer number, customer name, RA number and reason for return, and which lists each title, name, item number and quantity returned. RA numbers are not reusable. Each new return must have a separate RA number. RA numbers are valid for 30 days. Product returned on an expired RA is subject to refusal by Baker & Taylor.

Certain studio programs may have special return restrictions or guidelines. Please check with your entertainment sales representative for specific details.

Vinyl records are not returnable.

### **Overstock Returns – Entertainment Product**

Product must be returned with the original manufacturer shrink-wrap intact (defective returns excluded) and must be free of all customer-applied materials (stickers, hang tabs, etc.). Returns not complying with this requirement will be subject to a refurbishing charge of \$0.25 per unit for removal of such materials. Baker & Taylor reserves the right to refuse to accept any product that we cannot restore to a fully saleable condition. No overstock returns are allowed on moratorium or inactive product, accessory items, or final sale product. All return allowance amounts are non-cumulative and must be used under one RA number and return shipment.

Due to manufacturer policies, we are unable to price-protect product that has been reduced in price. Credit will be issued at the purchase price or the current selling price, whichever is lower.

Product that has been deleted from our active catalog cannot be returned.

Product from some studio bonus goods programs and music label special promotions may not be returnable. Please check with your entertainment representative for specific details.

*For CD audio product:* Overstock returns can be requested on a monthly basis. Return allowances are 10% of the net value of audio purchased from us during the previous 12 months. For further details, contact your entertainment sales representative.

*For vinyl product:* Vinyl records are not returnable.

*For DVD product:* Overstock returns can be requested on a monthly basis. Return allowances are 10% of the net value of video purchased from us during the previous 12 months. For further details, contact your entertainment sales representative.

### **Entertainment Damages**

Damaged and defective items may be returned. Return authorization for damaged / defective product must be requested within 15 days and will be replaced on a one-for-one basis with identical product. Defective items must be returned with the original manufacturer cases, sleeves, or cartons. In the case of a defect on a multi-piece title, all pieces must be returned. Baker & Taylor will issue a call tag for damaged and defective items or items shipped in error. Please contact customer service to request the call tag.

Due to manufacturer guidelines, product that exhibits any of the following characteristics is not acceptable for return as a defective:

- Not in original packaging
- Cracked/crushed discs
- Customer damaged product

- Excessive use/abuse

A true acceptable defect is a DVD or CD that has been played once and displays one of the following:

- Won't play
- No audio or garbled audio
- Picture freezes or is distorted
- Different title on disc
- Film or contents incomplete

Any product rejected by the manufacturer for non-factory defects will be returned and rebilled to you.

### **Entertainment Product Shipped in Error**

Products shipped to you as a result of Baker & Taylor's error may be returned. Overbuys or special orders that are not accepted by your customers do not constitute product shipped in error.

Returns require a RA number and must be called in within 15 days of receipt of goods. Have your invoice number ready and the reason for error (picking error, never ordered, etc.).

Only new, unopened, factory shrink-wrapped product may be returned. Prior to breaking the seal or shrink-wrap on any product, it is your responsibility to review the validity of the shipment received.