

## **Wolters Kluwer Health/Lippincott Williams & Wilkins**

### **Returns Policy**

LWW Returns Policy for Wholesalers & Retailers supplied out of their Distributors NBN International in the following areas: Europe, Middle East, Africa and the Caribbean

#### **Effective from 1<sup>st</sup> January 2015**

##### **1. Claims for short-supply, damaged, over-supplied or duplicated stock:**

A. Must be received no later than thirty (30) days from the date of receipt. No credit will be issued for such claims if received by Lippincott Williams & Wilkins (LWW) after ninety (90) days from the date of invoice without exception.

B. Claims should be emailed to [lwcservs@nbninternational.com](mailto:lwcservs@nbninternational.com) quoting customer account number and the original invoice number.

C. A return authorization will be e-mailed to the customer by NBN International.

##### **2. Claims for mis-bound/faulty stock:**

A. May be returned for credit as long as the title remains in print.

B. Claims should be emailed to [lwcservs@nbninternational.com](mailto:lwcservs@nbninternational.com) quoting invoice number and date.

C. A return authorization will be e-mailed to the customer. Only covers, spines and title pages need to be returned. Return must be sent back to LWW within 30 days of authorization.

##### **3. Customers wishing to return overstocks of titles currently in print:**

A. With a value of less than £2000 can do so without permission between 3 months and 15 months of invoice date. Returns must be accompanied by documentation listing ISBN, Title, Quantity and Original Invoice Number(s) and Date(s). Invoice numbers supplied must cover all titles being returned.

B. With a value of more than £2000 must:

Request permission to return by emailing [lwcservs@nbninternational.com](mailto:lwcservs@nbninternational.com)

1. List ISBN, Title, Quantity and Original Invoice Number(s) and Date(s). Invoice numbers supplied must cover all titles being returned. **Returns requests that do not list relevant invoice numbers cannot be processed by NBN.**

2. Supply copies of all relevant invoices.

Returns authorization will be e-mailed to the customer.

C. Titles sold on special arrangements may not be returnable. LWW reserve the right to limit ALL in-print returns to a maximum of 20% of annual net turnover. Any questions should be referred to the LWW Regional Sales Director with responsibility for your account.

D. LWW's Regional Sales Directors have final authorization of returns.

E. Returns of overstocks of titles currently in print will only be accepted between 3 months and 15 months from the date of invoice

4. Electronic Media products are only returnable if the package is unopened and received in re-saleable condition or if the item is deemed to be defective due to a technical error.

5. Customers wishing to return titles recently classified as out of print must also follow steps 3.A and 3.B above.

A. Such returns requests for out of print titles should be made separately from any other returns requests.

B. Please note that returns of out of print titles must be received at NBN International within 90 days of the date a title is declared by Lippincott Williams & Wilkins to be superseded or out of print.

6. Returns of stock from wholesalers and retailers in the above listed areas are not allowed for any other reason, except as Lippincott Williams & Wilkins may expressly agree in writing.

7. Authorized returns will only be accepted if they are delivered at the customer's expense, door to door freight pre-paid, to our distributors NBN International.

A. All return shipments are to be delivered to the following address.

NBN International  
Airport Business Centre  
10 Thornbury Road  
Plymouth  
Devon  
PL6 7PP

Tel: +44 1752 202300

B. The customer is responsible for ensuring returns are packaged in double-walled cartons with sufficient filler of good quality inside the cartons to ensure the goods do not shift and suffer damage during transit.

**8.** If upon receipt of a customer's return at NBN International damage to the return shipment is discovered (i.e. damaged containers, pallets, cartons; lack of sufficient packaging, including but not limited to returns not packaged in cartons, or cartons not containing sufficient filler so that goods do not shift), NBN will notify the customer and offer the alternative of returning the goods to the customer at the customer's expense or having them destroyed. In either case the customer will not be credited for the damaged stock. In such cases LWW will only issue credit to the customer for returns received in re-saleable, undamaged condition (see **9.A** below).

**9.** Credit will only be issued when the following conditions are met in full:

A. Stock is returned in re-saleable, i.e. undamaged, condition. Re-saleable/Undamaged is defined as:

1. no bent corners on covers
2. no folded or soiled pages (dirt, fingerprints, bookseller stamps, glue, stickers, writing or markings of any kind)
3. no torn covers or pages
4. no frayed, scuffed or worn covers
5. no broken, bent, folded or creased spines

B. Stock is returned along with a copy of the return authorization where appropriate.