**FAQs Returns through MDL**

How can I submit a returns request to MDL?

* + MDL would recommend customers to register with Batch Returns to submit and manage their returns as it interfaces automatically with MDL’s systems. See [www.batch.co.uk](http://www.batch.co.uk)
  + Alternatively, return requests can be emailed to [mdlreturns@macmillan.co.uk](mailto:mdlreturns@macmillan.co.uk) in spreadsheet format. A template is available on request.

What is Batch?

* + Batch Returns is an easy-to-use system that has been developed specifically to streamline the returns process. More information and step by step instructions can be found on their website [www.batch.co.uk](http://www.batch.co.uk).

What is a RAN number?

* + A returns authorisation number
  + The RAN details the titles authorised/unauthorised for return and contains a label on which the RAN number & return address is stated. If COD requested it gives email details of administrator

Why have I got more than one RAN number?

* + Each publisher has set their own limits therefore each request may produce up to four RAN numbers;
  + One requesting title page returns
  + One requesting physical product return
  + One requesting a COD
  + One showing all titles unauthorised

Why would some titles be refused?

* + Automated returns will be granted within the period of three months after the publication date of the title and up to fifteen months since the title was last supplied.
  + The quantity for return must not exceed the total number of copies supplied in the fifteen months prior to the returns request, net of previous returns and pending valid authorisations.
  + Requests will be rejected for books supplied on a firm sale basis
  + Publisher does not accept returns from a particular market/customer

What are the definitions of the refusal reasons?

* + Exceeds Quantity Supplied - Trying to return more than have been invoiced by MDL
  + Too Early - Trying to return before the 3 months from Publication date
  + Too Late - Trying to return after 15 months
  + Supplied Firm Sale – The books were sold on a firm sale basis with no returns allowed
  + No longer supplied by us – MDL no longer supplies this title and the new distributor would need to be contacted
  + Embargoed - Publisher is not allowing any returns for this title
  + Returns not allowed – Publisher is not allowing returns from this market/customer

What should I do if the authorisation is refused and I do not agree?

* + Contact your specific Export Customer Services Administrator by email, alternatively please email [export@macmillan.co.uk](mailto:export@macmillan.co.uk).

Where should I send the certificate of destruction if a Publisher has authorised me to destroy the books instead of sending the physical book back or I have a RAN asking for a certificate?

* + Send the certificate to your Export Customer Services Administrator
  + Include the authorisation from the publisher and the certificate of destruction and/or RAN and they will raise the necessary credits.