

Wolters Kluwer Health / Lippincott Williams & Wilkins (WKH) Returns Policy

WKH Returns Policy for Wholesalers & Retailers supplied by Ingram Publisher Services (IPS) in Europe, Middle East, Africa and the Caribbean

Updated 5th April 2024

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 claims received by WKH after ninety (90) days from the date of invoice, without exception.
 - B. Claims should be emailed to ipsuk.customercare@ingramcontent.com, quoting customer account number, original invoice number and date of issue.
 - C. Authorisation will be emailed to the customer.
2. Claims for mis-bound/faulty stock:
 - A. May be returned for credit provided the title remains in-print.
 - B. Claims should be emailed to ipsuk.customercare@ingramcontent.com, quoting customer account number, original invoice number and date of issue.
 - C. Authorization will be e-mailed to the customer.
 - D. **Only covers, spines and title pages need to be returned. Must be received within thirty (30) days of authorisation.**
3. Customers wishing to return overstocks of titles which are in-print:
 - A. Where the total value is less than £2000:
 - i. May do so without permission between three (3) months and fifteen (15) months of invoice date.
 - ii. Returns must be accompanied by documentation listing ISBN, Title, Quantity, Original Invoice Number(s) and Date(s) of issue.
Invoice numbers supplied must cover all titles being returned.
 - B. Where the total value exceeds £2000, customers must:
 - i. Request permission to return by emailing ipsuk.customercare@ingramcontent.com
 - ii. List ISBN, Title, Quantity and Original Invoice Number(s) and Date(s).
Invoice numbers supplied must cover all titles being returned.
Requests that do not include all relevant supply information will not be processed.
 - B. All returned books and products must be received by IPS in mint, resalable condition.
 - C. Titles sold on special arrangements may not be returnable. WKH reserve the right to limit ALL in-print returns to a maximum of 20% of annual net turnover.
 - D. WKH Regional Sales Directors have final authorisation on returns.

- E. Returns of overstocks of titles currently in-print will only be accepted between three (3) months and fifteen (15) months from the date of invoice.
 - F. Authorisation will be emailed to the customer.
4. eBooks, Digital and Electronic Media product sales are final, and non-refundable. Such products may only be returned where they have been deemed defective.
 5. Customers wishing to return titles recently classified as out-of-print must follow steps 3.A and 3.B above, and additionally:
 - A. Returns requests for out-of-print titles should be submitted separately.
 - B. Returned out-of-print titles must be received at IPS within ninety (90) days of the date a title is declared by WKH to be superseded or out-of-print.
 - C. Where titles have been declared out-of-print by WKH, only covers, spines and title pages need to be returned.
 6. Returns of stock from wholesalers and retailers must comply with the above guidelines. Any arrangements outside of these terms must be expressly agreed in advance by WKH in writing.
 7. Authorised returns will only be accepted if they are delivered to IPS at the customer's expense, with freight and taxes pre-paid.
 - A. **Returns consignments shipped from outside of the UK must be sent on DDP terms. Neither IPS or WKH can sign over 'Power of Attorney' or be listed as the Importer of record.**
 - B. All return shipments must be delivered to IPS at the following address:
Returns Department
Ingram Publisher Services
1 Deltic Avenue, Rooksley,
Milton Keynes
MK13 8LD
United Kingdom
Tel: +44 (0) 1752202362
 - C. Customers are 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. Credit will only be issued where the following conditions have been met in full:
 - A. Stock is returned in mint, resaleable, undamaged, condition, which is defined as, but not limited to:
 - i. No bent corners on covers
 - ii. No folded or soiled pages (dirt, fingerprints, bookseller stamps, glue, stickers, writing or markings of any kind)
 - iii. No torn covers or pages
 - iv. No frayed, scuffed or worn covers
 - v. No broken, bent, folded, or creased spines
 - B. Stock must be returned with appropriate documentation, and a copy of the return's authorisation where applicable.