

## Return of Goods to HEDS

Please review the following information carefully as returns that are not authorised by HEDS or are overweight (see below for details) will be sent back to you, along with a handling charge of \$15.00 (incl GST) which will be added to your account. HEDS will not accept books returned by you that were not purchased from HEDS.

### **Sale or Return Goods:-**

Goods are only sold on a "sale or return" basis when expressly stated by HEDS.

For new titles to be successfully returned for credit, they need to have been authorised no earlier than 3 months, AND no later than 12 months, after the invoice date.

### **Firm Sale:-**

Firm Sale refers to goods that cannot be returned or credited under any circumstances because additional discount was provided. This will be indicated on the Invoice and may include indented goods, print on demand or special sales.

### **Misbound, Damaged, Over-Supplied or Incorrect Goods:-**

If you received misbound, damaged, over-supplied or incorrect goods you must, without exception, notify HEDS Customer Service Department within **7 days** of receipt by you. There will be no charge to you for returning these goods to HEDS.

### **Returns Authorisation Request:-**

All returns must have a Returns Authorisation [RA] Number supplied by HEDS Customer Service. You can obtain a RA Number by emailing HEDS using the following email address - '[ra.request@harpercollins.com.au](mailto:ra.request@harpercollins.com.au)'. HEDS recommends returns authorisation requests be sent on an Excel or Word document to ensure a quick turnaround.

The RA Number together with the appropriate paperwork must accompany the goods. Failure to notify HEDS as required may result in rejection of your claim.

### **Additional Requirements:-**

Returns must be accompanied by the relevant paperwork detailing the returned titles, including a RA Number, and -

- be in mint condition;
- have all price tags removed;
- be packaged properly and sealed in secure cartons consistent in accordance with safe handling practices, as required by law
- for safety reasons you will need to ensure that no carton exceeds 16 kilograms in weight
- each carton will need to be labelled clearly with your account number, HEDS' RA number (if one has been issued), your unique claim number and the number of cartons (e.g. 1 of 3, 2 of 3, 3 of 3)

Goods are sold to you on a sale or return basis on the assumption that HEDS has an ongoing trading relationship with you. If, for whatever reason, that relationship is terminated, HEDS reserves the right to decline any further returns from you.

### **Freight on Authorised Returns:-**

If you choose to send authorised returns via our carriers then HEDS will collect the cartons of goods to be returned. The cost of collection and delivery will be \$11.00 (incl. GST) per carton.

The use of any other carrier will be at your expense.

You will be responsible for loss or damage to the goods by your own carrier.

Proof of delivery of the return to HEDS' Distribution Centre, when using any carrier, will be your responsibility.