

## Van Schaik Publishers – Returns policy

Dear Bookseller

This document stipulates the guidelines regarding the return of Van Schaik Publishers' stock.

1. No requests for the return of books will be considered unless a copy of the original invoice accompanies the request.
2. Only books that are in mint condition, for example undamaged, no stickers or prices, qualify for returns.
3. Booksellers should return damaged books on receipt of order. Misbound books will be replaced free of charge.
4. Booksellers should return books to the Denver Distribution Centre within two weeks of receipt of the RA number.

### 5. Restrictions on returns facilities:

- The total sum of returns will be restricted to **20 per cent (%)** of the original order of a title with a minimum of 20 copies per title (**in other words only orders of 20 copies or more will qualify for returns**). This applies to all orders/invoices unless the publisher has agreed to an alternative sale-or-return payment on a specific title/order.
- No returns will be accepted on print-on-demand (POD) orders.
- Only requests to return books within **6 (six) months** of the invoice date will be considered a valid request.
- All stock invoiced 6 months prior to the publication of a new edition, may be returned. Such return requests for stock of old editions will be approved and can be exchanged

for the new edition provided that such requests are made within 3 months of publication of the new edition.

- In the above mentioned case, an order for the new edition of the title should accompany the request.
- Trade and Academic booksellers who have a 'sale or return' arrangement may request to return unwanted stock within 6 months of invoice date.  
Please note the procedure for applying for 'sale or return' terms:
  - Before placing an order with the intention of applying for 'sale or return' terms, a copy of the order should be sent to [she.naidoo@vanschaiknet.com](mailto:she.naidoo@vanschaiknet.com) with a short explanation.
  - The response to the request should accompany the order to On the Dot and be so noted on the invoice when captured.
  - The above mentioned approval can ONLY be granted in writing and no verbal agreements will be entertained.
  - A new agreement needs to be in place for every additional order; an agreement is only valid for the specific order accompanying such.
  - Sale or Return agreements are capped at a maximum of 5 copies per title, per order.
- All return requests are to be accompanied by a copy of the original invoice. These documents must be directed to: [returns@vanschaiknet.com](mailto:returns@vanschaiknet.com).

Only on receipt of the authorisation number from Van Schaik Publishers, may you return your books (within two weeks of authorisation) together with a copy of the authorisation document.

Please return the books to: **Returns Department**  
**66 Mimetes Road**  
**Denver**  
**2094**  
**Tel: +27 (0)11 601 8000**

**Please note:**

- No returns will be accepted without the written authorisation of Van Schaik Publishers.
- On receipt of the books and documents, a credit note will be passed. We trust that you will find these arrangements in order.
- This returns policy applies to printed products.

Regards



**Allan Walker**  
**Sales and Marketing Manager**