



BAKER & TAYLOR BOOKS UNACCEPTABLE RETURNS POLICY

1. Publisher will notify B&T Buyer or Vendor Liaison of any unacceptable returns within 60 days of receipt. The publisher Sales Manager assigned to B&T account will make this initial contact.
2. Publisher will provide the following information to the Buyer or Vendor Liaison: B&T Shipment # (ATS), Date Received, B&T Service Center, Title, ISBN, Quantity and Reason for refusal.
Reason codes:
 - NOP - Not Our Publication
 - NRT - Sold Non-Returnable
 - DMG - Damaged
 - OTH – Other (please specify in detail)
3. Buyer or Vendor Liaison will research the return and provide a disposition report with detailed instruction. If B&T requests the return of books, a **Return Authorization #** will be provided with shipping instructions to our Commerce, GA customer returns facility. This RA# will be valid for 30 days. **Any refused return received outside of this procedure and without a valid RA# will be disposed of and no credit will be issued.**
4. The B&T RA# must be clearly noted on the outside of each carton or wrapped skid. Include a copy of the original B&T returns paperwork, with reason codes clearly identified on each title.
5. Upon receipt of authorized returns only, Publisher account will be credited within 60 days by B&T Accounts Payable Department.
6. Baker & Taylor, at its discretion, may return product to Publisher for full credit after we have been notified of product becoming non-returnable or out of print.
7. Publisher will accept returned product with author autographs, torn wrap, bent corner and/or spine, torn dust jackets, or shopworn look due to display and handling.
8. Publisher will accept returned product with bar code and/or generic price stickers.
9. Product is fully returnable by B&T for 100% credit without prior authorization, or attachment of special labels or invoice numbers.
10. For questions regarding this policy, please contact your B&T Buyer or Vendor Liaison.