

## Returns policy

The Hachette Aotearoa New Zealand Ltd returns policy on titles shipped by Alliance Distribution Services (ADS) is as follows:

1. All print titles under \$80.00 NZRP are supplied sale or return.
2. Sale or return (SOR) stock is returnable between 2-12 months from invoice date. After this period stock will be considered firm sale. Stock needs to be returned to Optimum Book Solutions (OBS), see address below.
3. All returnable stock must be in resalable condition, all store applied pricing and promotional stickers or security tags must be cleanly removed prior to returning.
4. Stock supplied for author events, festivals and signing sessions is supplied SOR. These returns must be received no later than 30 days after the event, accompanied by a Returns Authorisation. Returns requests must be marked 'event stock'.
5. Indent titles and titles over \$80.00 NZRP are sold Firm Sale.
6. Please note returns will not be accepted earlier than two months after invoice date. Exceptions are event stock (as per point 4) and no-fault returns.
7. To make a no-fault return claim please notify ADS of the defect, damage or error within seven days of delivery. No fault returns include:
  - i. defective stock
  - ii. goods damaged in transit
  - iii. over or incorrectly supplied titles
8. All approved claims must be returned to ADS within two months of the date of ADS approval, along with the Returns Authorisation.
9. Cartons must be clearly marked with the RA number on the address label.

## Contact details

HNZ email: [contact@hachette.co.nz](mailto:contact@hachette.co.nz)

ADS customer services email: [adscs@alliancedist.com.au](mailto:adscs@alliancedist.com.au)

ADS NZ ph (toll free): 09 477 4120

OBS (Optimum Book Solutions) address for NZ returns:

26a Hill St, Onehunga, Auckland 1061

*(This version updated Oct\_24))*