

**Retail Returns Guidelines** – In an effort to process your returns as efficiently and accurately as possible we have developed the following guidelines and recommendations. Thank you for your cooperation.

- Send all returns to **Penguin Random House LLC**  
**1019 N. State Road 47**  
**Crawfordsville, IN 47933**
- Please enclose with each return a detailed packing list / claim copy which includes your account number, company name and address, claim number, date of return, total number of cartons / pallets and books returned.
- Detailed item information should include the ISBN, title description, quantity, price, and discount percentage.
- Please pack full copy and strip cover returns separately.
- Cartons should be clearly marked with your account number, company name and address, claim number, and carton count (1 of 5, 2 of 5, etc.)
- For multiple carton returns, the carton containing the packing list / claim copy should be clearly marked.
- Labels and stickers appearing on cover four (back cover) that contain bar coding or obstruct the pre-printed bar code located on cover four (back cover) must be completely removed prior to return.
- Carton marking or shipping labels on reused cartons should be removed or obscured.
- Please enter your claim number and reason for return in the Customer Reference Fields when shipping via UPS.
- Take care to send only titles that are still returnable. Lists of remaindered and out of print titles can be found at [www.penguinrandomhouse.biz/booksellers/terms](http://www.penguinrandomhouse.biz/booksellers/terms). Titles are returnable for 180 days after being declared remaindered or out of print. If you do not have log-in credentials to access the link, please contact PRH Customer Service at 1-800-733-3000.
- Strippable titles are designated by the “S” indicator found in the triangle next to the barcode.
- Returnability status for all titles can be found in the weekly 832 and ONIX files. Additionally, requirements for full copy or stripped cover returns can be found on these files as well as the [www.penguinrandomhouse.biz](http://www.penguinrandomhouse.biz) website.

### **Additional Recommendations**

- Cartons should be sound and kept to a weight of no more than 35 lbs.
- Pallets should be neatly stacked, securely wrapped, and kept to a height of no more than 52”.
- Stripped covers should be bundled uniformly; adhering pages and glue should be removed from covers.
- Please placard each pallet with your account number, company name, address, pallet count, and claim numbers contained within each pallet. (A sample pallet placard can be found at [www.penguinrandomhouse.biz/booksellers/notices/](http://www.penguinrandomhouse.biz/booksellers/notices/)).
- Trailer load shipments should be accompanied by a Bill of Lading or Delivery Receipt listing all claim numbers, total cartons, and total pallets.
- Freight carriers should be reminded to schedule appointments prior to delivery by calling our Returns Receiving Department at (765) 359-2632. The hours for receiving are from 7:00AM to 2:30PM EST, Monday through Friday. Unscheduled deliveries may result in receiving delays.