

DC and Store Refused Returns Procedures

- ◆ **Publisher must contact their Barnes & Noble representative to arrange for the disposition of refused returns.**
- ◆ **DC and Store refused returns can physically be combined for return to the DC.**
- ◆ **DC and store return claims must be presented separately for settlement.**
- ◆ **All RA numbers must appear clearly on all cartons and/or pallet headers.**
- ◆ **Store refused returns should not be shipped back to the store.**

NOP: Not our Publication, Damaged/OP

Note: NOP returns are to be packaged separately from Damaged/OP. Separate authorization numbers are required. NOP titles should be sent back within 90 days of receipt.

The procedures are as follows:

- Publisher contacts vendor representative. If vendor representative is not known, contact Gigi Foster, Barnes & Noble Accounts Payable Department (516-338-8190), for authorization of refused returns.
- Please provide the following information for each, NOP and Damaged/OP returns.
 - Return number (if available)
 - ISBN #'s, cost per unit, and # of units per ISBN (in an excel format)
 - Number of pallets, or cartons if less than pallet quantity
 - Contact name, phone number and fax number
 - Pick up location

**If a monetary claim is being made for NOP proof will be required that that the title was actually charged back to your account.

Barnes & Noble will issue a Return Authorization number (RA) for those returns that are authorized.

- **The RA number must appear clearly on all cartons and/or pallet headers.** Refused returns must be shipped separately from any normal orders being shipped to Barnes & Noble. NOP returns must be shipped separately from Damaged/OP returns.
- Contact Barnes & Noble Traffic Department at 732-656-2650 for specific instructions regarding the pick up or shipping of the refused returns. If shipments are made prior to contacting Traffic, freight chargebacks will be incurred. You may be sent orange refused returns labels if you are instructed to ship via UPS. In this case, the labels must be placed on each carton shipped, above the address label.

Address for **NOP Returns:**
Barnes & Noble Distribution
Attention: Returns Dept
1 Barnes & Noble Way
Monroe Township, NJ 08831
Attn.—Receiving Dept.: NOP

Address for **Damaged/OP Returns:**
Barnes & Noble Distribution
Attention: Returns Dept
1 Barnes & Noble Way
Monroe Township, NJ 08831
Attn: -- Receiving Dept.: Damaged/OP

Barnes & Noble requests that refused returns are addressed no less than quarterly.

- ◆ **If the refused returns, upon review, are determined not to be damaged or are returned because of stickers or worn book jackets, they will be returned to the publisher, and the publisher will receive no reimbursement. The publisher will be charged for the in- and out-bound freight.**

If you have any questions, please contact your vendor representative or Gigi Foster at 516-338-8190.