



**Mohr Siebeck**

## Book Trade Returns Policy

Valid from July 1, 2019

In principle, credit will only be given for returns authorised by the publisher.

In all cases, returns are to be accompanied by exact purchase details (invoice number and date). If these are not provided, the credit amount will be reduced by 20%.

Postage for returns is to be paid by the sender.

Should returns not arrive back in as-new, resalable condition, full credit will not be given. The level of credit will be decided by the publisher depending on the condition of the returned book(s). Electronic products (CD-Rom) will only be accepted in their original packaging.

a) Returns of titles from fixed remuneration orders

Books sourced in this way may only be returned subject to prior agreement and within 24 months of the invoice date. The credit level is decided by the publisher depending on the condition of the returned good(s).

b) Returns of titles bought on a sale or return basis

Titles bought on a sale or return basis may simply be returned and, providing they are received in as-new, resalable condition, will be credited in full. This applies in general to all titles that appeared in the previous 12 months and are returned within three months following purchase as well as books bought on an explicit sale or return basis.

c) Return of titles bought by way of continuation order

Titles sent back within three months of receipt will be fully credited providing they are returned in as-new, resalable condition. No prior authorisation is required.

d) Returns when a new edition appears

When a new edition appears, previous editions may be sent back without prior authorisation within three months of the new edition's publication date. Full credit will be given when all purchase details are provided.

e) Returns following a retail price reduction

Following a reduction in the retail price, titles may be returned subject to prior agreement and within three months. Credit will be given in full for returns which are received in as-new, resalable condition. Alternatively, on request, the difference between the original and new retail price (minus the applicable discount) will be credited.

Please direct queries about returns to:

Mohr Siebeck Kundenservice  
Tel: +49 (0)7071 92317  
Fax: +49 (0)7071  
E-mail: [order@mohrsiebeck.com](mailto:order@mohrsiebeck.com)

Please send your returns to:

Sigloch Distribution GmbH & Co. KG  
Wareneingang Tor 6-10  
Retoure Mohr Siebeck  
Am Buchberg 8  
74572 Blaufelden  
Germany