



**RETURNABLE TERMS OF SALE**  
**EFFECTIVE March 1, 2017**  
**US DISTRIBUTORS**

**Published and Distributed lines**

Grand Central Publishing, Life&Style, Twelve, Vision, Forever, FaithWords, Center Street, Jericho Books, Windblown, Little Brown Mass Market, Little Brown Adult, Back Bay, Mulholland Books, Lee Boudreaux, Orbit, Redhook, Yen Press, Little Brown Books for Young Readers, LB Kids, Poppy, Hachette Audio, Hachette Books, Black Dog and Leventhal, Avalon Travel, Basic Books, Weinstein Publishing, Da Capo Press, Nation Books, Public Affairs, Running Press, Westview Press, Quercus, HUK, Disney Publishing Group, Kingswell, Marvel, Peterson's, Kids Can Press, Paula Deen Ventures and Octopus Books USA

**How to Order:**

HBG supports ordering via Pubnet, EDI, Pubeasy and IBID.

Telephone: 800-759-0190  
Fax: 800-286-9471,  
email: order.desk@hbgusa.com.

**Mail:**

Hachette Book Group  
Order Department  
185 N. Mt. Zion Rd.  
Lebanon, IN 46052

**Freight and Shipping Minimums**

Shipping minimum is \$150 invoice value

Unless otherwise stated under "base discounts," all titles ship free freight on outgoing orders if the shipping minimums are met (carrier and standard routing controlled by HBG).

Shipments that do not meet the minimum will be held and combined with other orders until minimum is met. Customer may choose to set a timeframe in which HBG will either cancel the order or ship the order with a freight charge.

HBG may, at their discretion, ship orders free freight that are below the minimum.

**Payment Terms**

Net 30 days based on invoiced date

**Credit**

Shipments will be made to accounts in good credit standing as determined by the HBG Customer Financial Services Dept.

**No Chargebacks or Charges**

All orders accepted and shipped by HBG subject to these Terms of Sale and HBG will not pay or accept vendor non-compliance chargebacks or any other charges, unless HBG has agreed to a chargeback or charge in a prior writing signed by an officer of HBG. In the event of any inconsistency between a customer's terms and HBG's Terms, HBG's terms will apply.

**Base Discounts**

Mass Market:	50%
Hardcover:	49%
Trade Paper:	50%
Arthur Paperback and Board books:	55%
All LB Kids imprint titles:	55%
Mini Editions:	55%
Audio:	55%
Peterson's	53%
Almanacs:	52%
Bible	55%
Calendars:	55%
Maps:	60%
Video:	55%
Sideline Titles:	50%

(non books, postcard books, book of days etc.)

**Other Formats**

Short Discount:	25%
Professional titles:	35%
Agency:	25%

**Selected Product:**

Hachette Book Group reserves the right to sell specific products under special terms, which will be announced at the appropriate time

**Print On Demand:**

Discount: 50% excluding "Other Formats" which will default to their standard terms  
Special Terms – No minimum order quantity  
Returnable

**Definition of a qualifying Jobber:**

- A jobber is a distributor who purchases trade titles from Hachette Book Group for resale to "non-affiliated" book retail customer outlets and/or institutions. A retail customer and/or institution is affiliated if it is more than 50% under common ownership or control with the jobber.
- Orders shipped to a jobber for distribution to an affiliated retailer and/or institution will be billed at the retail distribution center (RDC) discount and not the jobber discount, and will not be available for the Jobber Incentive Program. In addition, purchases for shipment directly to an RDC will be billed at the RDC discount and not count under the Jobber Incentive Program.



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**Claims**

All claims involving a shipment must be filed within 60 days of receipt of that shipment.

**Returns information**

All returns for Hardcover, Trade paperbacks and Audio books go to:

Hachette Book Group  
Returns Dept.  
322 South Enterprise Blvd.  
Lebanon, IN 46052

**All returns for Mass Market paperback covers go to:**

Hachette Book Group  
Retail Sales & Marketing  
Stripped cover returns.  
326 South Enterprise Blvd.  
Lebanon, IN 46052

**All returns are subject to the following:**

- A. All titles are eligible to return three months after the date of publication, or up to three months after the invoice date for backlist titles (titles published a year ago) as long as they remain in print.
- B. All copies must be returned in whole and saleable condition.
- C. Deductions for anticipated returns will not be honored. Only actual returns will be honored.
- D. All eligible returns will be credited at the same price and discount at which the books were most recently purchased from HBG.
- E. Books not purchased directly from HBG may be returned to HBG and will be credited at 50% off suggested retail price.
- F. A printed packing list stating quantities, titles and ISBN's must accompany all returns.
- G. Prior written permission to return books is not required.
- H. Freight costs for returns are solely the responsibility of the customer. Collect shipments will be refused.
- I. Any book declared out of print will be announced in *Publishers Weekly* and through HBG's *ONIX feed*. Returns of such books will be accepted up to 180 days from out of print date.
- J. For accounts participating in the RDC program, all returns credits will be issued at the blended rate. This blended rate will be a weighted average of prior year sales direct to stores and RDC sales, at their respective base discounts.
- K. Returns of product not eligible for credit or not published by HBG or its distribution clients will either be destroyed or returned to the customer at the customer's expense.
- L. Under no circumstances does HBG accept responsibility for storage or return of other publishers' product sent to HBG in error.