

Return rules for book wholesalers

General information on returns of books via DHL/parcel service

- These rules apply to the entire return process between dealers and Libri.
- All returned books should be addressed to Libri's logistics location in Bad Hersfeld.
- Very important: senders need to pay postage fees.
- Each package should be accompanied by a separate, fully completed **return form**.
- If books are returned due to Libri delivery errors or due to publisher's faults, please also use one **return label** per book and fill it in properly. Please download the return form and return label from:
<https://www.libri.de/en/downloads/> (Business and Information)
- Please note that all other labels need to be removed.

Reasons for returns and deadlines

- Libri delivery errors: Return up to 1 month after the delivery note date
- Overstock/goodwill return: Return up to 6 months after the delivery note date
- Other reasons/Publisher's faults
 - Manufacturing defect: 2 years after receipt of the goods, 14 days after detection of the defect at the latest
 - Change and cancellation of fixed retail prices: 14 days after notification by the publisher
 - New edition: 14 days after notification by the publisher

Prices

- Processing prices apply to overstock/goodwill return:
 - Up to 2% goodwill return rate: 5% of the net value of the goods on all goodwill return of books
 - Up to 5% goodwill return rate: 10% of the net value of the goods on all goodwill return of books
 - Up to 20% goodwill return rate: 20% of the net value of the goods on all goodwill return of books
- The goodwill return rate is calculated as the share of goodwill return of books in the net sales of the past 365 days on the day of collection.
- If these return rules are not complied with, Libri reserves the right to charge for any additional work that may be required (e.g. labels that have not been removed).

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No credit notes are issued

- The title was not obtained from Libri
- Deadline exceeded
- Loose-leaf edition / separate volume from subscriptions
- Calendar / yearbook
- Image media, phonograms, data media with damaged packaging or without original packaging
- Products marked as non-returnable
- Exceeding the permissible maximum goodwill return rate of 20%

Please note that we are unable to return any rejected items.