

## General regulations for returning books

1. Please enter your name and address here →
2. Enclose this return form for each package you wish to return
3. Remove all labels from books you wish to return. Books with price labels on them will not be accepted.
4. **Overstock/goodwill return.**  
No return label has to be used.
5. **Returns due to Libri delivery errors, Publisher's faults and other reasons.**  
Label every book with a return label and tick the appropriate return codes as listed below.
6. **All returns must be freight prepaid.**  
Please return to:  
Libri GmbH, Remittenden, Europaallee 1, 36244 BAD HERSFELD, GERMANY  
Freight forward consignments will not be accepted.

Sender	
Account No	Reference No
Date	

## Return codes and deadlines

All deadlines are effective from date of delivery note.

- **Overstock/goodwill return (6 month)**
    - no code Title must be available and on the market, not be recalled by the publisher, and in a good condition.
  - **Libri delivery errors (1 month)**
    - 14 double delivery
    - 15/19 wrong book (correct invoice, but wrong book in package)
    - 16 delayed delivery
    - 17 incorrect edition delivered
    - 31 damaged on arrival
  - **Publisher's fault**
    - 32 defective manufacturing
  - **No credit notes are issued if**
    - Book was not obtained from Libri
    - Deadline exceeded
    - Loose-lead edition / separate volume from subscriptions
    - Calendar / yearbook
    - Image media, phonograms, data media with damaged packaging or without original packaging
    - Products marked as non-returnable
- Please note that we are unable to return any rejected items.**
- **Return form and return label can be downloaded:**  
<https://www.libri.de/en/downloads/> (Business and Information)



Return Label