



BAREKNUCKLE BOOKS RETURNS POLICY

This Returns Policy contains information about how to deal with returns to ensure credits are raised quickly, fairly and accurately with a minimum of fuss.

Advance Returns Authorisation (RA)

All returns will require a Returns Authorisation to be raised in advance.

No-Fault Returns – other than Misbound Stock

All no-fault returns must be reported within seven (7) days from Proof of Delivery Date (POD) with the exception of misbound stock, in accordance with the below. No-fault returns must be returned separately to Sale or Return (SOR) stock.

Damage, Duplications, Charged but Not Ordered and Picking Errors

No-fault returns including Damage, Duplications, Charged but Not Ordered and Picking Errors are to be reported within seven (7) days of the Proof of Delivery (POD) and returned within thirty (30) days of the Returns Authorisation Date. Damage reported outside this timeframe will be ineligible for return. In some cases, an invoice for the incorrect stock will be raised at the same time that the Returns Authorisation is created.

Damage in Transit

If, on delivery, you notice that the goods delivered are damaged, please ensure that you sign the consignment note "received damaged". If, after delivery, you discover that the goods delivered are damaged, please state the reason for return as "received damaged" when submitting your Return Request. These are to be reported within seven (7) days from the Proof of Delivery Date (POD) and returned within thirty (30) days.

No-Fault Returns – Misbound Stock

Any books that are discovered to be misbound will be accepted for return up to five (5) years from the invoice date.

Firm Sale

Firm Sale goods cannot be returned or credited unless we agree in writing. This will be indicated on the invoice.

Sale or Return (SOR)

Goods that are provided Sale or Return are returnable for three (3) months from six (6) to nine (9) months after the release date.

Promotional / Event Stock

Promotional/Event stock can be returned after the event by requesting a

promotional/event Returns Authorisation in advance. Please ensure all cartons are marked clearly as “Event Stock”.

Returns Authorisation & Pickup Process

- For a No-Fault Return, a request for a Returns Authorisation can be made via email: sales@bareknucklebooks.com
- Requests should clearly Identify account number, title, ISBN, quantity and reason for stock being returned
- Your email request for Sale or Return stock must either be in an Excel document or a text file (TXT)
- Once your claim is authorized, you will receive a Returns Authorisation (RA) along with labels and a copy of the courier details via mail or email, if you have registered your email with us.
- Please ensure all boxes are labeled with the supplied labels and clearly marked with your account number. A copy of your Returns Authorisation/Claim should also be enclosed.
- Sale or Return stock and No-Fault return stock must be packed separately upon return. If Sale or Return stock and No-Fault Return stock are combined, a carton charge will apply.

Should you have any queries, please contact sales@bareknucklebooks.com

Update Your Details

Please advise us of changes in your detail. Please include your business website if you have one. Email to: sales@bareknucklebooks.com

Bareknuckle Books

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