

## Delivery & Ordering

### Delivery Charges

We offer a next working day delivery service to most UK addresses (postcode exclusions apply) for orders placed Monday to Saturday, excluding Public holidays. For full details of our order deadlines and delivery timeframes please contact our customer services team.

We will pay carriage on all deliveries within the UK for orders placed Monday to Saturday with an in stock retail value at the point of despatch that complies with our minimum order value thresholds. Please see our [tariff of charges](#) or contact Customer Services for more details.

Unless you request otherwise, we will hold and consolidate orders until they exceed our thresholds for free delivery, up to a maximum of 25 days.

A small surcharge will be applied to orders despatched below the minimum order values as set out in our [tariff of charges](#).

All deliveries to the Republic of Ireland will carry a £5.00 per box delivery charge.

International customers should contact our International Sales team for delivery options.

### Premium Deliveries

If you wish to upgrade to a premium delivery service such as pre noon or pre 10:30 please contact our customer services team who will advise you of any applicable additional charges.

### Auto Dues Release

Unless you request otherwise, we will hold and consolidate all orders below our minimum order value threshold until they exceed our thresholds for free delivery. If you do not submit sufficient orders to exceed the applicable threshold within 25 days of receipt of your initial order your titles will be despatched and the relevant delivery charge will be applied.

For a breakdown of our tariff charges please [click here](#).

## Returns

### Voucher Returns

We currently operate a Returns policy based on a voucher system. Vouchers are allocated on a quarterly basis at the beginning of each quarter and must be used within the quarter issued (Jan-March, April-June, July-Sept & Oct-Dec) and is based on your agreed returns percentage of retail sales achieved in the previous quarter. However, there are strict rules to observe before this can occur. All returns will be credited to you at the average invoiced value of that ISBN over the previous 11 months.

### E>Returns

E-returns, enables the authorisation of your overstock returns electronically and provides a simple and more efficient returns procedure online via Batch.co.uk and Bertline 301, with tracking facility on [www.bertrams.com](http://www.bertrams.com).

E>Returns caters for the complete overstock returns procedure, including:

- View your outstanding returns allowance on [www.bertrams.com](http://www.bertrams.com);
- Raise your initial returns request and receive automatic authorisation;
- Our provision of a returns authorisation number, which shall be valid for 30 days;
- Send despatch advice;
- Download returns labels from batch or print directly from Bertline 301;
- View and print credit notes from [www.bertrams.com](http://www.bertrams.com) and [Batch.co.uk](http://Batch.co.uk).

To view our E-returns overstock facility guide please [click here](#).

### We will accept:

- Books that are in mint/resaleable condition that are on our current Stock database;
- Books that have been supplied by us to you and invoiced by us within the last 12 months only.

### We will not accept:

- Books not supplied by us to you within the last 12 months. If our invoice date for the book is more than 12 months prior to the return request, the request shall be declined;
- Very old editions not in our current catalogue;
- Out of Print titles, which includes any books ordered via the 'Bertrams any Book Service';
- Firm Sale items;
- Books that have price or offer stickers on the cover;
- Books that are damaged or unsaleable;
- A book that, in line with IRI guidelines, has been published for less than 3 months.

If you have any queries relating to the above or are unable to process returns requests via E>Returns please contact our customer services team on:

**E-mail:** [service@bertrams.com](mailto:service@bertrams.com)

**Tel:** +44 1603 648400

**Fax:** +44 1603 648109

## Old Editions

- For the return of old editions, authorisation must be obtained. A list of intended returns should be submitted to our Customer Services department;
- Please note that as with all returns any old editions must have been supplied by us;
- For an updated old editions list, please visit the Marketing Support page;
- Old editions must be returned to us within one month of the new edition being received by us, with the exception of those below. We will be unable to credit any old editions that arrive after this date;
- Any orders for these titles after these dates will be supplied as FIRM SALE;
- All annuals, calendars, diaries and Not Books product are all FIRM SALE;

## Damaged Returns

### What to do if you receive damaged, faulty books or shortages

Please contact our customer services team (contact details above) within **seven days** of delivery with the following details:

- Invoice number and date;
- ISBN, title and price of book;
- Cause of damage/fault.

Should you require a replacement copy, please re-order via your normal method.

### Listed below are the basic rules for returning damaged or faulty goods:

Many publishers now require whole books rather than title pages to be returned for imperfect items. At the time of authorising your return we will advise whether the whole page or just the title page is required.

- Either the whole book or the title page only (in line with our instructions) must be returned;
- Damaged books **MUST** be reported within seven days of delivery and returned within 28 days.
- No credit will be given for books not supplied by us;
- We are able to supply replacement Dust Jackets within one month of the date of invoice subject to availability.

## Unauthorised Returns

Any books returned by you that we reject either because they: are not returned within the validity period of the relevant returns authorisation number; or do not otherwise constitute returns that we will accept in accordance with this policy, may be rejected by us (at our discretion) and returned to you at your cost in accordance with our tariffs which can be found on our website.

## Our address for returns is:

Bertram Books  
**Customer Returns**  
1 Broadland Business Park  
Norwich  
NR7 0WF