

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).

Return rules for book retailers

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.