

OUP USA RETURNS POLICY **Effective January 1, 2017**

This policy applies to all undamaged product (i.e. product in resaleable condition) for which authorization to return is being sought from OUP USA. Product not authorized for return that is sent to OUP will not be credited to the customer and may be destroyed.

Requests to return damaged product fall outside this policy.

Accounts Eligible to Return

OUP USA will accept returns of products only from accounts designated as "Returnable:" Retail Returnable (RR), Cataloger Returnable (CR), Wholesaler (WH), Wholesaler Medical(WM) and Retail Distribution (RD).

Products Eligible for Return

OUP USA will accept returns of products from eligible accounts ONLY if the product meets ALL the following requirements:

1. In-print OR out-of-print for less than 90 days
2. Classed as "returnable" product*
3. In resaleable condition**
4. Accompanied by the relevant invoice or packing slip
5. Purchased directly from OUP USA within the last 12 months.

*Videos, wall charts, picture cards, cassettes, CDs, Multilevel Activity and Resource Packages, duplicating masters, and activity books are non-returnable.

**Books not considered in resaleable condition include broken-apart packages and bundles and product with any of the following: non-OUP bar-coding stickers affixed; glue from removed stickers; security tagging; altered or obstructed pre-printed bar codes; staining; discoloration; scuffed, torn, or dented covers; excessively shopworn; or showing other physical damage. It is OUP's discretion as to what is considered resaleable.

Non-returnable or Restricted Returnable Products

Returns of custom-printed titles are not accepted, with the exception of custom-printed editions of textbooks (MPG 04). For custom textbooks, 10% of gross units sold of that ISBN to an account in the last 12 months are eligible for return.

Returns Authorization Prior to Return

OUP USA does not currently require a return authorization prior to return. In place of a return authorization, OUP USA requires a copy of the relevant invoice to accompany the return packing slip. OUP USA also encourages accounts to make a reasonable effort to alert OUP of returns prior to shipping.

Form of Credit for Returns

OUP USA does not issue cash refunds for returns. If the return meets the five criteria above, OUP USA will issue credit to be applied against future orders from OUP USA. Only accounts in good credit standing (as determined by OUP's Credit department) will be eligible for a returns credit.

Freight Costs

Freight associated with returns is the responsibility of the customer. OUP USA does not bear the expense associated with returned product. If a return is not accepted by OUP USA the customer may request the product is returned at their own expense.

Damage or Shortage Claims

Any account—returnable or non-returnable—may make a damage or shortage claim. Damage or shortage claims must be submitted to OUP USA within 30 days of receipt of shipment by the account. Damage claims require the damaged product be returned to OUP accompanied by a copy of the relevant invoice. If a book claimed as damage is determined by OUP USA to be in saleable condition, no credit will be issued for that book, and the customer can choose to have the book returned to them at their expense.

Moving An Account From Returnable to Non-Returnable

Non-returnable accounts enjoy a higher discount on product purchased from OUP USA. OUP USA holds the right to move any account to returnable or non-returnable status (billings will then change according to the current discount schedule).

A returnable account that converts to non-returnable status may, for up to three months from the date of conversion, return books that previously were purchased on a returnable basis. After three months from the date of conversion to non-returnable status, books may not be returned.

Accounts may not mix returnable and non-returnable status among sub-accounts or among retail locations and distribution centers. All branches of a single account must make a consistent election.

If a non-returnable account converts to returnable status, OUP will not accept stock that was purchased in the last 36 months from the date of the conversion.

If 10% of a non-returnable account's annual damaged returns are deemed saleable, OUP holds the right to move them to returnable status.

Returned Product Not Accepted by OUP

If product is returned to OUP but not accepted for any reason, the customer will be informed. The product will be stored by OUP for 30 days for customer pickup or delivery instructions (at the customer's expense). After 30 days, any such product may be destroyed by OUP without liability to the customer. No credit will be given for any such returns.

Changes to this Policy

OUP reserves the right to change this returns policy with 30 days' notice to accounts.

December 20, 2016