



Macmillan Returns Processing for Customers of H. B. Fenn and Company

H. B. Fenn and their bankruptcy trustee, Grant Thornton, have actively been processing Macmillan returns from customers since February 11, 2011, the effective date of bankruptcy.

Macmillan/MPS would like to advise you that, on May 12, 2011, the H. B. Fenn facility in Bolton will no longer accept shipments of returns. Instead, any return of Macmillan product (previously purchased from H. B. Fenn in Canada) shipped to arrive on or after May 12, 2011 should be directed to the Macmillan/MPS returns center in Thorold, Ontario once you have received a returns authorization. To receive a returns authorization, details of your return should be submitted to both the Trustee and Macmillan for review and approval *prior to* shipment to the Macmillan/MPS Returns Center.

These details can be sent to the Trustee at:

Grant Thornton Limited
Attention: Fenn Returns
19th Floor, Royal Bank Plaza South Tower
200 Bay Street, Box 55
Toronto, ON M5J 2P9
Fenn>Returns@ca.gt.com

These details can be sent to Macmillan/MPS at:

MPS
Attn: Fenn Returns
16365 James Madison Highway
Gordonsville, VA 22942
Fenn>Returns@mpsvirginia.com

Macmillan/MPS will review the proposed returns, confirm the returnable inventory, and provide you with a Return Authorization Number ("RA") for each shipment. Upon receiving the RA, you can proceed with shipping the inventory to the Macmillan/MPS Returns Center, which is located at the following address:

MPS Returns Center c/o Book Depot
Dock #8
67 Front Street North
Thorold Ontario, Canada
L2V 1X3

From and after May 12, 2011 until August 12, 2011, the amount of any Macmillan returns received from customers with whom Macmillan/MPS does not have a direct billing relationship should be deducted from and will be credited to your H.B. Fenn account. Once the credits have been issued against your H.B. Fenn account, you will be required to pay the Trustee the outstanding balance on that account.

After August 12, 2011, returns received from customers with whom Macmillan/MPS does not have a direct billing relationship will be refused or returned to the customer at the customer's expense.

Customers with whom Macmillan/MPS does have a direct billing relationship will be credited directly by Macmillan/MPS beginning May 12, 2011. Deductions for these returns should be applied against the MPS receivable and the credit for the return will be posted to the MPS receivable.

Customers should adhere to the following practices in returning product to the Macmillan/MPS Returns Center in Thorold, Ontario:

- Customers are only entitled to return books and products that they have directly purchased from H.B. Fenn and Company. Books purchased from Canadian or U.S. wholesalers will not be accepted.
- The right of return may be exercised only by the customer who purchased the books from H.B. Fenn and Company and is not transferable.
- Returns are to be shipped prepaid; collect shipments will be refused.
- We reserve the right to:
 - Refuse returns on a title if it is not in saleable condition
 - Refuse returns more than 90 days after a title has been declared out of print
 - Refuse returns when they arrive damaged due to poor packing and/or excessive weight in a box
 - Send attempted returns not in compliance with this return policy back to the customer at the customer's expense
- Stripped covers are accepted for returns on mass market titles provided the ISBN barcode is included. If the barcode appears on the back of the front cover, the front cover only needs to be stripped. If the bar code appears on the back cover, both front and back covers must be stripped. All strippable products will include a triangle on the back jacket with the letter S in the centre of the triangle. Whenever the cover of a book is removed for return, the book becomes the property of the publisher and the customer thereby agrees to destroy the book to prevent its use or sale.
- Product shipped to the Macmillan/MPS Returns Center which is not returnable (including, not our product, restricted, or non-returnable items) will not be returned to you. Macmillan/MPS will provide you with an affidavit of this product. You may use this affidavit to claim credit from the appropriate publisher.
- Each shipment of returns should be accompanied by:
 - A unique debit note number, which we can reference and match to corresponding credit notes (e.g., DN 1234)
 - Clearly marked box numbers (e.g., Box 1 of 5)
 - A complete list of returned titles and quantities (i.e., a packing slip for entire shipment)
 - Please label the master carton with "Packing Slip Enclosed"
 - Your H. B. Fenn account number (if you have multiple account numbers, please reference the account number that should be used for assigning the credit note)
 - Business name and complete address as well as a name and contact number
- Please ship returns together; do not partially return shipments.

If you have any questions concerning this, you may contact Keith Ward, MPS Vice President of Customer Service and Credit, for additional information. Keith can be reached at (540) 672-7735 or via e-mail at Fenn>Returns@mpsvirginia.com.