

Effective 1/6/09



(St. Martin's Press, LLC, Tom Doherty Associates, LLC and all mass market distribution lines)

## U.S. RETURNS POLICY FOR MASS MARKET PAPERBACK BOOKS

Mass market paperback books (and books or other products sold by us as mass market books) purchased on a returnable basis may be returned for credit, subject to the following conditions:

- Customer is entitled to return only those books purchased directly from us.
- We reserve the right not to accept returns more than 90 days after an edition or title is declared out of print.
- Cover returns may be made without prior authorization from us. Cover returns must be sent pre-paid to the Stripped Cover Returns Center at the Orange, Virginia address stated below. 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, or to cause the destruction of, the book in order to prevent its use or sale.
- We reserve the right not to accept full book returns that are not previously authorized in writing by us and/or that are not in unopened mint cartons. Full carton returns of whole books must be shipped pre-paid to the address for MPS Returns, c/o Quebecor World stated below.
- Returns are for non-transferable MPS credit only.
- The right of return may be exercised only by the customer who purchased the books from us and is not transferable.
- We reserve the right to send covers or full book returns sent to the wrong address or not in compliance with this returns policy back to the customer at the customer's expense or at our option, to retain or destroy such returns without issuing any credit.
- We reserve the right to issue a recall notice with respect to any publisher's books that are distributed by us setting a deadline after which we will not accept returns of that publisher's books.
- We also reserve the right to set a deadline after which we will not accept returns of any title(s).
- Additional discounts are available to customers who waive their right to return all Macmillan books and products. A customer may give the waiver at any time to receive the additional discount on purchases after the waiver. The first time a customer waives its right to return books and products, it may withdraw the waiver, effective for post-withdrawal purchases, at any time after it has been in effect for six months. Any subsequent waiver must remain in effect for at least 12 months. When a customer gives a waiver, all of its back orders will be cancelled and the customer will have 90 days to return any books and products previously purchased with a right of return (after which no additional returns will be accepted from the customer). If a customer withdraws a waiver of its right of return, no returns will be accepted from the customer for 90 days and for an additional 90 days the customer's returns must be accompanied by a copy of the invoice showing that the book or product being returned was purchased after the withdrawal. If a customer elects to switch its status to non-returnable in the middle of a calendar year and the customer has already claimed more than a pro rated share of any of its coop pools for that year, the customer must repay the excess allowance claimed as a condition of becoming a non-returnable

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customer. For these purposes, the pro rated share of a coop pool will be 1/12 the pool that would otherwise apply multiplied by the number of full months during the calendar year that the customer was a returnable customer.

- We reserve the right not to accept anticipated or affidavited returns for credit.
- We reserve the right to change our returns policies, and other terms of sale, at any time.

Please refer to the Macmillan U.S. Returns Policy for Trade and Scholarly and Reference Books and Products concerning returns of trade and scholarly and reference books and products.

THIS RETURNS POLICY, AND OUR OTHER TERMS OF SALE, MAY BE VARIED ONLY BY A DOCUMENT SIGNED BY AN AUTHORIZED OFFICER OF MACMILLAN. ANY CONTRARY OR ADDITIONAL TERMS CONTAINED IN ANY PURCHASE ORDER OR OTHER DOCUMENT NOT SO SIGNED ARE NOT BINDING ON MACMILLAN.

NO RETURNS MAY BE SENT TO THE NEW YORK OFFICES OF MACMILLAN.

RETURNS MUST BE SENT TO:  
MASS MARKET – COVERS:

STRIPPED COVER RETURNS  
c/o MPS Returns Center  
14299 Litchfield Drive  
Orange, VA 22960

MASS MARKET – MINT CARTON FULL BOOK RETURNS:

MPS  
c/o QUEBECOR WORLD  
100 U.S. BYPASS 60  
VERSAILLES, KY 40384