The following guidelines apply outside of Germany, Austria, Switzerland, India, South East Asia.

1. General return period
Titles will only be accepted for return between 4 and 16 months after invoice date. Authorization must be obtained in advance from your local Springer Nature office or representative, preferably by email with Excel file attachment.

2. Imperfect Copies
Imperfect/damaged copies will be accepted for return within 150 days of the invoice date.

3. Missing Books
Claims for missing books are accepted only until 3 months after shipping date.

4. Software
Software will not be accepted for credit if the seal is broken. This applies also to books with software components. (In certain circumstances software may be used for demonstration purposes – however this must be agreed in advance and in writing with your local Springer Nature office or representative).

5. Returns documentation
The return authorization from the Sales Representative and copies of the original invoice or the invoice number, date and ISBN must accompany all returns.

6. Full-copy returns (excluding Textbooks and Major Reference Works)
We accept full-copy returns and/or backside (Incl. EAN Code)-plus-spine returns depending on the value & book condition. For details, please check with a Springer Nature office or representative.

7. Textbook returns
Unless otherwise agreed with your Springer Nature office or representative, we require full copies of textbooks to be returned.

8. Major Reference Works returns
Unless otherwise agreed with your Springer Nature office or representative, we require full copies of Major Reference Works to be returned.

9. Transport costs
Transport costs and any customs duty must be paid by the bookseller. If our delivery is faulty, we are willing to take the books back, and we shall credit your account with the invoiced value of the returned books and cost of return postage (only if return proof or receipt is provided).
10a). Returns address (outside of the UK) – as of December 7th, 2020
All returns – including the documents - should be addressed to Centraal Boekhuis.

<table>
<thead>
<tr>
<th>Address</th>
<th>Details</th>
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</table>
| Centraal Boekhuis B.V | Return - Springer Nature  
Poort 83  
Textielweg 12  
NL-4104 AM Culemborg  
NETHERLANDS |

10b). Returns address for UK customers

<table>
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<th>Details</th>
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| Springer Nature | WBS / IBS UK  
Attn.: Springer Returns  
Dollymans Farm, Doublegate Lane, Rawreth  
Wickford, Essex SS11 8UD  
UNITED KINGDOM |

10c). Returns address for US, Mexican and Latin American customers

<table>
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<th>Details</th>
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</thead>
</table>
| Springer Nature Returns Dept. | c/o IPS  
1250 Ingram Drive  
Chambersburg PA 17202  
UNITED STATES OF AMERICA |

10d). Returns address for Canadian customers

<table>
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<tr>
<th>Address</th>
<th>Details</th>
</tr>
</thead>
</table>
| Springer Nature | c/o Georgetown Terminal Warehouse  
34 Armstrong Avenue  
Georgetown, Ontario L7G 4R9  
CANADA |

11. Agreed returns quota
Booksellers, wholesalers, and library suppliers with such agreements still must have these returns authorised in advance by a Springer Nature office or representative.

12. Credits
Approved credits will be given against the terms of the original invoice.