

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.

Centraal Boekhuis B.V
Return - **Springer Nature**
Poort 83
Textielweg 12
NL-4104 AM Culemborg
NETHERLANDS

10b). Returns address for UK customers

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

Springer Nature Returns Dept.
c/o IPS
1250 Ingram Drive
Chambersburg PA 17202
UNITED STATES OF AMERICA

10d). Returns address for Canadian customers

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.