

## SALES INFORMATION

### CREDIT ACCOUNTS

Our credit terms are strictly net 30 days. To obtain credit, we require new customers to prepay their FIRST TWO ORDERS and supply a bank reference and two trade references.

### DISCOUNTS

#### Customers In the UK

35% credit terms. 20% credit terms for non-subscription orders less than £50 retail.

25% prepaid for orders less than £50 retail.

#### Customers In Ireland & Europe

Customers in EC member states must provide their VAT number.

35% credit terms plus postage and handling for orders over £50 retail. Orders less than £50 retail must be prepaid.

### ERRORS & OMISSIONS

Errors and omissions of titles supplied must be notified within 7 days of receipt of goods. Such notification may be either written or verbal and must be accompanied by both order reference and invoice number. Notification after 14 days will not be accepted.

If you receive a statement that includes an invoice for goods that you have not received, we must be notified immediately, or within 30 days of the invoice date.

### PAYMENTS

Cheques should be made payable to PUBLISHERS GROUP UK

For BACS payments, our bank details are: Barclays Bank, sort code 20-36-47, account no. 60287504 GB09BARC20364760287504. Swift code: BARC GB22

**Overseas customers** must pay in Sterling only by a cheque drawn on a British Bank, or by International Giro, otherwise we will charge handling and bank charges of £15.00

Our Euro account no. is: 76246844, sort code: 20-36-47, IBAN: GB56 BARC20364776246844.

VISA, MasterCard, & Switch/Maestro are accepted.

### PRICES

Prices may be subject to change without prior notice. Published prices for audio, video, tarot decks and posters are recommended prices inclusive of UK standard rate VAT at 17.5%.

### RETURNS

**All returns must be authorized. Unauthorised returns may be refused.**

- Please do not send orders or payments with returns.
- Returns are accepted after 90 days only, and up to 15 months from invoice date. Under no circumstances will we accept returns after 15 months.
- Returns must be packed with care.
- Goods returned in unsaleable condition, i.e. shop-worn, faded, stickered, ink-priced, scratched or otherwise damaged, will be credited at 60%.

- A credit will be applied to accounts only.
- No cash refunds will be given.
- AUDIO & VIDEO CASSETTES and TAROT DECKS are STRICTLY NON-RETURNABLE except if defective.

**Retention of Title**

Title to Publications remain with PGUK Ltd., until all amounts due to PGUK Ltd., from the Customer under the relevant invoice and all prior invoices due to PGUK Ltd., from the Customer are paid in full.

Until title passes to the Customer (see above) the Customer holds the Publications as bailee for PGUK Ltd., and the Customer will:

- Not dispose of, charge or encumber the Publications or any of them except that PGUK Ltd., licenses the Customer to sell the Publications on an arms length basis for financial consideration in the ordinary course of the Customers business. Such license may be terminated by PGUK Ltd., at any time before passing of the title;
- Obtain the agreement of any of its creditors having security over its assets to the exclusion of the Publications from the scope of such security.
- All Publications are at the risk of the Customer from the time of delivery. If the Customer has agreed to collect Publications from PGUK Ltd., those Publications are at the

Customers risk from the time they leave PGUK Ltd's premises.

- The Customer grants license to PGUK Ltd., to enter onto the Customer's premises (and or any other premises within the Customer's control where the Publications are kept) for the purpose of Retrieving the Publications if and when the Customer has suffered an Insolvency Event or has failed to pay any sum to PGUK Ltd., after such a sum has become due but so that such recovery will not exceed the value of the amounts due.
- If and when an Insolvency event occurs, the Customer agrees to: keep the Publications separate from all other goods in the Customers possession; and ensure that the Publications are made ready for collection.

ENQUIRIES, ORDERS & RETURNS TO:

Publishers Group UK  
 8 The Arena  
 Mollison Avenue  
 Enfield  
 Middlesex EN3 7NL  
 Tel: ++ 44 (0)20 8804 0400  
 Fax: ++ 44 (0)20 8804 0044

**PUBLISHERS GROUP UK'S TELEPHONE SYSTEM**

If you have a touch-tone phone you can reach the following departments:

For trade orders & customer service:

**Press 1**

For payable accounts: **Press 2**

If you do not have a touch-tone phone  
you will be connected to an operator  
after the welcome message.

**E-MAIL ADDRESSES**

To place an order: [orders@pguk.co.uk](mailto:orders@pguk.co.uk)

For customer service:

[customercare@pguk.co.uk](mailto:customercare@pguk.co.uk)

For accounts Enquiries:

[accounts@pguk.co.uk](mailto:accounts@pguk.co.uk)

To Contact a sales rep:

[reps@pguk.co.uk](mailto:reps@pguk.co.uk)