

RAINCOAST BOOKS DISTRIBUTION

Raincoast Books (www.raincoast.com) • Publishers Group Canada (www.pgcbbooks.ca) • BookExpress (www.services.raincoast.com)

TRADE DISCOUNTS FOR RETAILERS

The following discounts apply to single orders destined for a single location. BookExpress, Raincoast and Publishers Group Canada titles can be combined to meet minimum requirements.

1. Assorted books and media, as well as book and gift sets, are sold on a returnable basis:
 - Orders sent via mail, email fax or phone and under \$250.00 retail: 20%
 - Electronic orders and manual orders valued at or over \$250.00 retail: 40%, excludes short-discount titles
2. Gift and stationery products are sold on a non-returnable basis:
 - Orders sent via mail, email fax or phone and under \$250.00 retail: 20%
 - Electronic orders and manual orders valued at or over \$250.00 retail: 50%

NEW: Orders sent electronically, for example via BookManager or the Raincoast Business Services site, do not have to meet the above minimums for discount. Orders for as few as a single copy of a single title will allocate upon receipt and combine with other orders, once shipping minimums are reached. See 'Freight' below.

3. In addition, we offer retailers the following single-title discount for Raincoast and Publishers Group Canada distributed lines, excluding short-discount and BookExpress titles:
 - 25–49 copies: 42%
 - 50–249 copies: 43%
 - 250–499 copies: 44%
 - 500–999 copies: 45%
4. Public Libraries:
 - Under \$150.00: 20%
 - Over \$150.00: 40%, excluding short-discount titles
5. Schools & Educational Sales:
 - Under \$150.00: 10%
 - Over \$150.00: 30%

FREIGHT

Booksellers and wholesalers whose shipments, excluding taxes, are valued at \$250 net or more will receive free freight on ground shipments within Canada, as will those whose net purchases from Raincoast and Publishers Group Canada combined total at least \$100,000 per year. Otherwise, all terms are FOB our warehouse. Customers may opt for a minimum ship value on backorder shipments to minimize high shipping costs. Call customer service for more details on this and also on our expedited shipping options.

CREDIT TERMS

Payment is due at the end of the month following date of invoice (for example, all June invoices are due on July 31).

CO-OP ADVERTISING FOR RETAILERS AND WHOLESALERS

Raincoast will consider paying up to 50% of the cost of a promotion or advertisement based on availability of funds and the individual store's co-op budget, set at 2% of the prior year's net purchases. Prior written approval must be obtained to ensure credit. Invoices must be submitted with proof of promotion within 90 days of promotion. Wholesalers who choose to have Raincoast allocate

their budgets to specified retailers should contact the field sales director in writing. Raincoast reserves the right to make final decisions on the allocation of co-op funds. Except as noted above, please direct all co-op advertising enquiries to your sales representative.

RETURNS POLICY FOR RAINCOAST AND PUBLISHERS GROUP CANADA

Books, unopened book-and-gift sets and unopened media purchased from us may be returned for full credit, unless otherwise indicated, after 3 months from date of invoice. Permission to return books is not required.

Items returned must be active, in re-saleable condition and accompanied by an accurate packing slip showing invoice number, ISBN, and list price of title, as well as the discount and quantity of each item returned.

In the event that Raincoast ceases to distribute a publisher's titles, we will accept returns for 90 days after the titles are rendered inactive, after which point they should be sent to the new distributor. Please visit <http://services.raincoast.com> for distribution and status changes, or contact customer service to be added to our email notification list.

Any returns with stickers are subject to a de-stickering fee of 5% of invoice value.

STRIPPED COVERS

Raincoast will accept front-and-back-stripped covers for old, out of print editions of travel guides, and of mass market paperbacks bought directly from us, subject to all other returns conditions outlined above. Books stripped in error will not be credited. UK mass markets are not strippable. Raincoast is not responsible for goods returned that do not meet the above conditions, or are lost or damaged in transit.

BOOK EXPRESS RETURNS

BookExpress titles purchased from Raincoast are returnable for up to 6 months from the invoice date and are subject to a 15% restocking fee. Invoice numbers must be quoted; 5% of the net total will be applied as a penalty if invoice numbers are not provided. BookExpress calendars are sold at a 40% discount and are non-returnable.

We do not accept any returns sent freight collect. In the event that you are returning books that you received damaged, please send prepaid and claim your shipping costs on your returns packing slip.

CLAIMS

Damaged books, short shipments or errors must be reported in writing to customer service within 20 days of receipt of shipment. Please return receipts for damaged books via a traceable carrier to ensure proof of delivery, and include a copy of the invoice with a description of the damage and a claim to credit the return shipping.

ELECTRONIC AND ONLINE ORDERING

For information on electronic ordering, or our B2B website, <http://services.raincoast.com>, please call our customer service department at 1-800-663-5714.

Note: All prices are subject to change without notice.