



TERMS & DISCOUNTS

TRADE DISCOUNTS

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

1. Assorted books and media, as well as book and gift sets are sold on a returnable basis:
 - Under \$250.00 retail: 20%
 - Over \$250.00 retail: 40%, excluding short discount titles
2. Gift and stationery products are sold on a non-returnable basis:
 - Under \$250.00 retail: 20%
 - Over \$250.00 retail: 50%
3. In addition, we offer retailers the following single title discount for Raincoast and Publishers Group Canada distributed lines, excluding short discount 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 (e.g., all June invoices are due on July 31).

CO-OP ADVERTISING FOR RETAILERS AND WHOLESALEERS

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 tearsheet 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 to us for full credit, unless otherwise indicated, between 3 months and 1 year from date of invoice. Permission to return books is not required.

Books must be returned in re-saleable condition and accompanied by an accurate packing slip showing invoice numbers, ISBN and list price of title, discounts and quantity of each item returned.

In the event that a title is rendered out of print or Raincoast ceases to distribute a book or a publisher, we will accept returns for 90 days after the title is rendered inactive, after which point the title is non-returnable. Please watch <http://services.raincoast.com> for distribution changes.

STRIPPED COVERS

Raincoast will accept front and back stripped covers for old, out of print editions of travel guides for 3 months after the publication date of a new edition, and of mass market paperbacks bought directly from us subject to all other returns conditions above. Books stripped in error will not be credited. UK mass markets are not strippable.

We cannot be 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 six months from the invoice date and are subject to a 15% restocking fee. Invoice numbers must be quoted: a 5% penalty of the net total will be applied 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 damaged receipts 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

If your store is using a system that can order electronically, or if you would like to order online, or check your orders online at our B2B website <http://services.raincoast.com>, or for information on electronic ordering, please call our customer service department.

For additional assistance on any of the above please contact customer service at 1-800-663-5714.

Note: All prices are subject to change without notice.