

RETAILER RETURNS PROCEDURE

IN ORDER TO MAINTAIN AN EFFECTIVE RETURNS SYSTEM PLEASE ENSURE THAT YOU FOLLOW THE BELOW STEPS:



1	Returns parcels must be ready and available for your distributor at a time agreed to by both parties.
2	Returns of Monday to Friday editions must be bound separately from <i>The Weekend West</i> and <i>The Sunday Times</i> returns. Monday to Friday papers must be bundled in bulks of 40 papers maximum and kept in date order. <i>The Weekend West</i> and <i>The Sunday Times</i> newspapers must be bundled in bulks of 10 papers (unopened bulks to be returned as delivered).
3	The same procedure will apply to all regional publications and other publications. These titles should be kept separate. i.e. Each publication is to be sorted in date order and individually bound. e.g. M-F <i>Kalgoorlie Miner</i> bound and Sat KAL bound. <i>Quokka</i> , <i>TABform</i> and <i>Countryman</i> can be bundled together but kept separately within the bundle and clearly marked on the returns sticker. Loose copies will not be picked up.
4	Returns parcels should be securely tied, from top to bottom and side to side. They must also be clean, dry and accessible for the pickup driver.
5	All return bundles must be labelled with the WAN Returns stickers provided to you by your distributor. You are required to fill out each section i.e. distributor area number, route name, route a/c number, bundle number and amount in bundle (please see picture).
6	A credit will be allowed only for returns from the previous week, Monday to Sunday inclusive. This does not apply to returns of <i>Countryman</i> , <i>Quokka</i> and other regionals titles, which should always be dated the week prior to the Thursday's edition of <i>The West Australian</i> being returned.
7	All returns need to be itemised and written down along with your route name and account number on the returns form provided by your distributor.
8	All returns must be full body copies – ABSOLUTELY NO MASTHEADS.
9	All copies labelled ' Promotional Copy ' should be bundled separately from any WAN returns. You will be advised on the returns procedure at the time of the promotion.

WAN RETURNS

DISTRIBUTOR AREA NUMBER

ROUTE NAME

ROUTE A/C NUMBER

BUNDLE NUMBER

AMOUNT IN BUNDLE

FOLLOWING THESE GUIDELINES WILL HELP TO GUARANTEE AN EFFICIENT AND EFFECTIVE RETURNS SYSTEM. THESE STANDARDS APPLY TO ALL DISTRIBUTORS AND TO ALL RETAILERS

PLEASE FOLLOW THESE PROCEDURES TO ENSURE CREDITS FOR UNSOLD COPIES. FAILURE TO DO SO MAY RESULT IN CREDITS NOT BEING PROCESSED.