

Conditions of Returns to Zeitfracht

In principle articles are sold without right of return.

Goodwill returns

As a matter of goodwill we grant you a limited right of return.

Deadline for returns

The deadline for returns as of invoice date is

- 2 months for standing orders,
- 1 month for supplements,
- 6 months for all other articles with standard handling charge. For later returns up to a maximum of 12 months after invoice date an additional fee will be charged.

Fees/Charges

The standard handling charge for your overstock returns depends on your annual returns rate in the previous year:
 Until 31.12.2018:

- To a maximum of 3 %: € 0.90 per copy
- From 3 % to a maximum of 5 %: € 1.60 per copy
- Over 5 %* (as of 1.8.2018) € 2.30 per copy
 (* the basis for calculation is your return quota in the last 12 months from 1.8.2017 to 31.7.2018)

As of 1.1.2019:

- up to 1 % no fee
- over 1 to a maximum of 2 % € 0.90 per copy
- over 2 to a maximum of 3 % € 1.25 per copy
- over 3 to a maximum of 4 % € 1.60 per copy
- over 4 to a maximum of 5 % € 2.15 per copy
- over 5 to a maximum of 7 % € 2.75 per copy
- over 7 to a maximum of 10 % € 3.50 per copy
- over 10 % € 4.50 per copy

An additional fee is charged for

- articles with a retail price of less than 10 € € 0.75 per copy
- returns after deadline for returns (to a maximum of 12 months) € 0.75 per copy

In principal, the additional fee is only charged once per article.

Conditions of returns

A limited returns allowance is granted for the following articles which can only be returned in the original packing (shrink-wrapped):

- Globes
- CDs and MP3-CDs
- DVDs and Blu-rays
- Audio books
- Software products
- Games and puzzles

The following articles are excluded from the right of return out of goodwill:

- Textiles
- Calendars incl. Moleskine
- Promotion packages
- Food and luxury food
- Decorative articles
- Watches and leather goods
- Gift articles and wrapping paper
- Toys
- Collectors items
- Esotericism- and wellness-nonbooks
- Electronic devices
- Poster
- eBooks
- Titles not purchased from Zeitfracht
- PoD-titles from other suppliers
 (information number 18 in the Zeitfracht database)

Imperfect articles, damages claim

Any articles which are supplied in a damaged or imperfect state can be returned to Zeitfracht. The return must be effected within 1 month from date of invoice. A handling charge is not levied of course.

Exceptions

Titles with the information "Delivery from publisher with slight quality defect" in the Zeitfracht database are not authorized for return.

In case of defective electronic devices we kindly ask you to contact the publisher directly.

Returns of commodity group subscriptions

The returns deadline for articles which are supplied automatically on a monthly basis is 4 months for DVDs and music-CDs and 6 months for all other articles as of invoice date. A handling charge is not levied.

Refusal of returns

Returns are not possible in the following cases:

- Exceeded deadline
- Titles not purchased from Zeitfracht
- PoD-titles with information number 97
- Procurement titles with information number 18
- Returns granted out of goodwill reaching Zeitfracht in damaged condition
- Articles with limited returns allowance which are damaged or not originally packed
- Articles which are not authorized for return as mentioned above
- Articles with information number 07 and 17 exceeding the deadline of 6 months after invoice date

Please kindly acknowledge that we refuse the return of any non-authorized article. We would like to explicitly point out that we are not going to send back any refused returns!

Credit notes

You will receive a detailed overview per article of all returns together with the collective invoice. Usually, the complete purchase price will be credited.

However, in the following cases only 5 % of the retail price will be credited:

- Returns granted out of goodwill reaching Zeitfracht in damaged condition
- Exceeded deadline
- PoD-titles with information number 97

No credit note will be established in the following cases:

- Titles not purchased from Zeitfracht
- PoD-titles not printed by Zeitfracht (information number 18)

Claim Period

Returns have to be claimed within 12 months as of return date.