



## GOPHER NEWS C O M P A N Y

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### RETURN FORM INSTRUCTIONS

#### Magazine and Book Returns Are Money - Treat Them As Such!

##### Remove Off-Sale Product

- 1) Remove off-sale magazines from your racks using the “display until” date printed on the cover, and by reviewing your invoice of current magazines.
- 2) Remove books from your rack based on the date listed on the book sticker.
- 3) Remember to service all magazine, book, and specialty fixtures throughout the store.

##### Return Request Form Preparation

- 1) Use your most current Return Request Form (Use Week Of...)
- 2) Sort by product type:
  - Magazines
  - Books
- 3) Sort product by retail price point (within product type) - use U.S. prices, not Canadian.
- 4) Tally quantities by price point and record legibly on the form.
- 5) Write in any missing price points as needed.

##### Packaging

- 1) Place all return merchandise face up in the return containers, keeping each title together.
- 2) Fill product containers up to handle holds.
- 3) Nest empty return containers inside each other.
- 4) Enter the number of full and empty product containers as separate line items in the "Product Containers" section of the Return Request Form. It is very important that the number of product containers being returned, both full and empty, is consistent with the information you are recording on the Return Request Form.
- 5) Under the “Full Container Certifications” heading, sign, date, and record the total number of containers. Place the Gopher News Copy in one of the containers.
- 6) Label each of the full totes with one of the return authorization labels, placing them over the existing delivery label. **There is one label that has our Gopher News Company logo on it.** Use this label for the product container that contains the paperwork.
- 7) **Destroy any unused labels.** You will receive new labels with each new form.
- 8) Seal the product containers with the tie straps provided.
- 9) Keep all return product containers in one location for pick up.
- 10) Always ensure the driver picking up the return scans or records the Return Request Form into their scanner or PDA!

##### Return Policy

Unless specifically otherwise stated at the time of sale, we provide credit for all product returns. Exceptions are:

- 1) Product not purchased from Gopher News Company - this will be returned to you.
- 2) Products that exceeded its credit limit - generally 90 days after its off sale date.  
Please make timely returns!