



## **GREETING CARD RETURN POLICY**

To best support our reps and our stores in keeping new, best-selling cards in their racks, Compendium now will treat greeting card returns differently than returns for other products. This change will allow us to receive the necessary information as expediently as possible, so the customer's credit can be processed quickly and efficiently.

Steps for Reps to generate greeting card returns credit:

- Take physical possession of the cards being returned for credit.
- Create a record by item and quantity of cards to receive return credit. Cards must be recorded by quantity and by item number.
- Enter the return for credit information into your order management system (Brandwise or Write Order).
- Transmit the credit to Compendium (as you would an order).
- Write a sales order for new greeting cards. Orders must be done separately than credits; they cannot be written, and submitted, together.

Reps may use removed cards for sales samples, or the cards may be recycled. Please make sure they are no longer in the possession of the store receiving credit, and please do not ship cards back to Compendium.

Reps may not generate a return through your order management system for any Compendium product except greeting cards.

## **PROCESSING RETURNS IN BRANDWISE/SSI**

As there is no official “returns” option in SSI, you must input item number of each card being returned and the quantity of each card. Once all of cards have been inputted, go back and ***manually*** change the quantity to a negative number (example: from “4” to “-4”). Input the actual number of cards; do not worry about UOM. The system *will* allow you to do this, but you must manually make them negative prior to submitting the order.

## **RETURNS IN WRITEORDER**

Immediately below the customer’s name and Compendium account number is the word “returns.” Simply click this button and a SKU Return form will appear. It looks like an Item Order Form, only you will notice it has “-1” already populating the quantity box. Input the item number for each card being returned and the quantity. Be sure to input it as a negative number (the negative will disappear when you highlight it to type the number of cards being returned).

Though either option takes a bit of work on the part of the Rep, it is necessary so that we can track sales accurately and is critically important for Frank & Funny, where returns impact our royalty payments made to the comedians who author the cards.

## PRODUCT RETURN POLICY (NON-GREETING CARDS)

In order to receive credit on returns for ***all other products***, one must carefully\* pack products in a box and physically return the product to Compendium. Credit is given based upon our receiving the product in a condition that allows us to resell it.

The account can go online to [www.live-inspired.com/ups-returns](http://www.live-inspired.com/ups-returns), which will direct them to a forms page that looks like the example below.

**COMPENDIUM<sup>®</sup>**  
INCORPORATED

NOTE: Please do not request return for damaged items; submit email to [order@compendiuminc.com](mailto:order@compendiuminc.com) for credit.

Pack return boxes very carefully to ensure that items returning to our warehouse are undamaged. Product credit will only be issued for product that is in resaleable condition. Please allow 2-4 weeks upon receipt of your return for credit memos to be issued. Should you have any questions, please call customer service at 1-800-914-3327

**Shipping Information.**

| Ship From   |                      | Reason for Return ♦ | Shipment                           |   |
|---|----------------------|---------------------|------------------------------------|---|
| Company or Name ♦                                   | <input type="text"/> | Did not sell ▼      | Label Delivery Method              | <input type="text" value="View and Print"/> |
| Attention   | <input type="text"/> |                     | Description of Merchandise ♦       | <input type="text"/>                        |
| Address Line 1 ♦                                    | <input type="text"/> |                     | <b>Package(s)</b>                  |   |
| Address Line 2                                      | <input type="text"/> |                     | Package 1                          |   |
| City ♦  | <input type="text"/> |                     | Estimated Weight (in pounds) ♦     | <input type="text"/>                        |
| State ♦   | <input type="text"/> |                     | Invoice #                          | <input type="text"/>                        |
| Postal Code ♦                                       | <input type="text"/> |                     | Sales Order #                      | <input type="text"/>                        |
| Country ♦   | United States ▼      |                     | <input type="button" value="Add"/> | Package <input type="text" value="1"/>      |
| Phone Number  | <input type="text"/> |                     |                                    |   |
| E-Mail Address                                      | <input type="text"/> |                     |                                    |   |
| <input type="checkbox"/> Email tracking information |                      |                     |                                    |   |

On the form, the customer simply needs to fill out all the information and click submit to generate a Return Authorization Number and a UPS label that they can either print out from the web page or have e-mailed to them in a PDF form.

The customer must package all products being returned carefully\*, affix the return label to the box (or boxes) with shipping tape, and either hand to a UPS driver or take to any UPS Store.

Upon receipt in our warehouse, Compendium will quality check all items being returned. All items in re-sellable condition will be returned to stock and issued full

credit for the amount paid on the item. A copy of this credit will be mailed to the customer; this entire process may take several weeks.

Please note that books purchased in SuperBuy quantity will be credited at 80% of the wholesale cost of the item as that is the amount paid at the time of purchase.

Credits are not automatically applied against outstanding invoices. It is incumbent upon an account to deduct the amount of the returns credit that was issued them from any current or future outstanding invoice, and short pay that invoice in that dollar amount. Credits not taken in this way by a customer will remain as "open" in our accounting system.

*\*Products should be individually wrapped and placed into a shipping box with lots of packing material (we recommend butcher or packing paper—even newspaper) so that all products are tightly lodged within the box. When packaged and closed, the person shipping the returns should be able to shake the box aggressively and see and hear no movement of product within the box.*

*Please Note: If customers price-sticker our products for their store, as many do, the stickers must use "low tack" glue so that they can be easily be removed without damaging products. Stickered products for which stickers cannot be removed without leaving residue or damaging product will be considered not "re-sellable" and will not be given credit.*