



Dear Valued Customer,

Thank you for your inquiry regarding **Baker & Taylor's GPS Return Affidavit** process. In order to initiate this return request, we require you to complete the attached GPS Customer Return Affidavit form or you can provide a system generated returns claim (including the following required fields: account number, ISBN, Title, Qty, Invoice #, Invoice Date, PO #, List Price, Discount, Net Price). Once complete, please send this information back to your sales rep and keep a copy for your records. Below you can find information on return affidavit title eligibility as well as return credit process details.

Title Eligibility

- GPS customers are allowed to make affidavit book returns at any time up to 18 months from the date of the original invoice.
- Titles designated in the B&T system as non-returnable will not be eligible for returns.
- Titles purchased for promotions, special offers, etc. will be marked as non-returnable and removed from the list prior to submission.

Process Details

- After your return request has been approved, B&T will send a returns authorization acknowledging your request.
- At this time, you will be required to provide a Certification of Destruction ("COD") to Retail Customer Service retailcustomerservice@baker-taylor.com, with a copy to your B&T sales representative.
- After the COD has been received your credit will be issued.

If you have any questions please feel free to contact retailcustomerservice@baker-taylor.com or your GPS sales representative.

Sincerely,

Global Publishers Services (GPS)