



CTD, LTD.
saki

3716 W. Fullerton Ave.
Chicago, IL 60647 USA

T 773-486-1400
F 773-486-1401

sakistore.net/mailorder

JULY 12, 2013

CTD Official Return Policy

1) All returns must be issued a **written RETURN AUTHORIZATION and RA NUMBER** from CTD. This RA# will **only** be issued from a **written Return Authorization Request** submitted by you, the customer. A copy of your very own, special and unique CTD issued-RMA should be included in the box with your returns when you send them. **RA#'s are good for only 30 days** from issuance. After 30 days they will be canceled. Any goods returned on a **canceled RA** will be returned at customer expense.

2) CTD will only accept returns based on our ability to return them to their vendor or in rare instances where we are certain of their immediate resale demand.

Many labels sell items on a one way basis. We do our best to note this on weekly updates and on the sakistore b2b, so *caveat emptor*, especially on vinyl. The following labels sell their vinyl one way: ALL major labels and subsidiaries, Alien8, Ear Mark, Get Back, Clairecords, Darla, Drag City, EOne (formerly Koch), Merge, Mexican Summer, Music Video Distributors, Nail, Orchard, Permanent Records, RED Distribution, Redeye and distributed labels, ROIR, Saddle Creek, Scratch, Secretly Canadian and distributed labels, Sub Pop, Thrill Jockey and Touch & Go/Quarterstick, and Vinyl Lovers. This is list is BY NO MEANS complete, so please ask your sales representative if you're not sure.

Non-exclusive singles, books & magazines are not returnable.

We deal with **MANY very small labels** who have only a few releases. When we offer something on the fax as a new release, we will hang on to it for **at least 6 months**. After that time, if the record is not selling and we need to settle up with that label, we will do so. **If we have no open balance with that label, we cannot accept returns on that label's releases until they release something else.**

You therefore have 3 options with releases by small labels:

--Do not carry them.

--Carry them but make sure you sell them.

--Do your returns quarterly so you don't get stuck with them (**preferred**).

3) We will not accept returns on goods not originally sold to you by CTD.

4) Freight must be paid by the customer for both inbound and rejected returns.

5) **Credit will only be given on items returned in original salable condition.** In different English, This means that you may only return items to us in exactly the same shape that you

received them. Unacceptable conditions include: stickered items, written on items, damaged items, cracked cases, bin worn items or items with security tags. If it arrived at your door in shrinkwrap, then it needs to come in shrinkwrap.

- 6) As of 7/20/11: **Items that are not returned in original salable condition will be received and credited, but will be automatically refurbished for you by CTD for \$0.50 per piece.** This **includes** security tags and price stickers left on the merchandise. A miscellaneous bill for refurbished items will be issued along with the credit memo for your sales rep. If you want to avoid this charge, please send back your returns in the exact condition that you received them.

Because we cannot accept items damaged in transit, **REMEMBER TO DOUBLE BOX ALL RETURNS!** Please see CTD's entertaining tutorial on how to pack a box, and/or ask if you have questions.

- 7) Customers may only deduct credit upon the timely issuance of a **CREDIT MEMO** from CTD. **Pre-deductions are BAD** and result in bookkeeping problems down the road and lost time on both ends.
- 8) Defective Items must come with notice of the problem. We must be able to inform the label of the manufacturing defect. You will not receive credit for damage you cause. We will not give credit for titles that we damaged in your warehouse/store or by your employees or customers.
- 9) Any invoicing discrepancies must be reported to CTD within 7 days of receiving your stock. Credits will not be issued for any discrepancy not reported within 7 days.

We hold ourselves to equally high standards of quality. If you receive an item that is damaged, please report it immediately to your sales rep. We will not accept returns on titles that were not claimed within a week of the shipment arriving at your location.

If you receive a damage package, you must keep ALL of the original packaging (packing paper, packing peanuts, cardboard flats, etc) along with the damaged items to be picked up by UPS for a claim. If you do not keep the shipment packaging in its original form, we will not be able to claim the package and get you a credit. Credit will be issued only after we receive the check from UPS.

Thank you for your continued business and support of CTD.