



BRILL

Order Lead Times, Customer Claims and Returns

Leiden, 12/21/2015

Lead Times

Your order will be ready for dispatch within 72 hours (after being processed and double checked for stock availability). If you have any queries you should contact brill@turpin-distribution.com or brillna@turpin-distribution.com (Americas book orders). If there is a problem with your order, our customer service team will contact you within 36 hours to discuss the problem and advise accordingly. Under normal circumstances, delivery to Europe takes between 7 -10 working days after dispatch and ROW 10 -21 working days. Please get in touch with brill@turpin-distribution.com or brillna@turpin-distribution.com (Americas book orders) if you require further information about your order.

Claims

- **For claims against titles which have already been invoiced:** Please always mention: Invoice number and date and customer number. We can only accept claims if they are made within three months after the invoice date.
- **Claims for missing journal issues:** Claims will be met free of charge if made within three months of dispatch for European customers and five months for customers outside Europe. In the year following publication, replacement copies may be purchased at the respective single issue prices.

Returns

Books can only be returned with prior permission.

- **Conditions:** When requesting permission to return a product, please always state the invoice number and date. And the customer number.
- **Date of Return:** Permission to return can only be given if the request for permission is made within twelve months after the invoice date and the books have not been ordered from a Brill's special offer.
- **Authorization:** Returns must always be accompanied by a copy of the invoice and a returns authorization number. The returned product must also be in a resalable condition.



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Returns Addresses

Returns should be sent to:

The Americas

Attn: Brill Returns
c/o Bookmasters
30 Amberwood Parkway
Ashland, OH 44805
USA
T +1 (800) 537 6727 (Toll free, US and Canada only)
T +1 (419) 281 5100
F +1 (419) 281 0200

Outside the Americas

c/o Turpin Distribution
Stratton Business Park
Pegasus Drive, Biggleswade
Bedfordshire SG18 8TQ
United Kingdom
T +44 (0) 1767 604-954
F +44 (0) 1767 601-640