

# THOMAS ALLEN & SON

SINCE 1916

390 STEELCASE ROAD EAST  
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October 15, 2015

## RE: IMPORTANT DISTRIBUTION CHANGES - RETURNS

To our Valued Customers:

We would like to inform you that as of December 31<sup>st</sup>, 2015, Thomas Allen & Son Limited will no longer be the distributor for Houghton Mifflin Harcourt (HMH). Please see below for further details regarding future returns.

### Returns:

As of January 1, 2016, Thomas Allen & Son will accept customer returns for up to 60 days – February 29, 2016 and any returns after this date, no credit will be issued and returned to you with your next order and will be invoiced freight charges.

The ISBN's Prefixes affected with the HMH Distribution change include: 978157, 9780151, 9780152, 9780156, 9780395, 9780544, 9780547, 9780618, 9780906, 9781576, 97809827, 97819369, 978089919, 978097726, 978097901, 9781934, 9781118, 9780470, 97807645, 9780471, 97806962, 97800286, 9786074, 97805501, 97820354, 97884801, 97897022, 978970607.

Please send all HMH returns within this period to:

Thomas Allen & Son  
Returns Department  
390 Steelcase Road East  
Markham, ON  
L3R 1G2

Please contact Raincoast Books directly in regards to returns at 1-800-663-5714 following the 60 day period.

As a reminder, credits due to returns are non-refundable and to be used on future purchases. If you believe your account will result in a credit balance due to HMH returns as an alternative you can ship your returns to Raincoast Books as of March 1, 2016 and this way can avoid your account resulting in a credit balance. We hope one of these two options will accommodate your return needs.

If you have any questions and/or concerns regarding returns with the HMH distribution change, please do not hesitate to contact me directly at 905-475-9126 ext. 307.

Sincerely,



Anna Babakos  
Supervisor, Accounts Receivable, Credit & Collections  
Thomas Allen & Son Limited