



Penguin
Random House
Canada

February, 2016

Dear Customers,

Effective January 31, 2016, Penguin Random House Canada Limited will cease distributing titles for Osprey Publishing.

Please ensure that the vendor of record for Osprey Publishing titles is changed to Macmillan. **The ISBN prefixes have been revised from our previous notice:**

978-0-7478	978-0-7478	978-0-85045	978-1-84908	978-1-78096
978-1-78366	978-1-78366	978-1-4728	978-1-85532	978-1-78200
978-1-78442	978-1-78442	978-1-78096	978-1-85915	978-1-78366
978-0-9531399	978-1-873590	978-1-78200	978-1-902579	978-1-78442
978-0-9564902	978-1-908402	978-1-84176	978-0-7478	978-1-908402
978-1-910389	978-1-4728	978-1-84603	978-0-85263	

Customer Service:

- Questions regarding shipments or returns of Osprey titles ordered **after January 31, 2016**, should be addressed to their new distributor, **Macmillan, 1-888-330-8477**.
- Questions regarding shipments or returns of Osprey titles ordered **prior to January 31, 2016**, should be addressed to Penguin Random House Customer Service, 1-888-523-9292

Remittance

- Payments for shipments made by Penguin Random House Canada limited should be sent to Penguin Random House Canada Limited at the remittance address indicated on your statement.
- Payments for shipments made by Macmillan should be sent to Macmillan. Please reference your Macmillan customer account number, include a remittance invoice, and send to:

MPS
PO Box 930668
Atlanta, GA 31193-0668

Returns:

- Returns on shipments made by Penguin Random House will continue to be accepted by Penguin Random House through April 30, 2016, and should be sent to:

Penguin Random House Canada Limited
6971 Columbus Road
Mississauga, ON
L5T 1K1

- Returns on shipments made by Macmillan will be accepted by Macmillan as of February 1, 2016, and should be sent to:

MPS Returns C/O Book Depot
Dock #1
67 Front Street North
Thorold Ontario, Canada
L2V 1X3

If you have any questions, please contact Penguin Random House Customer Service (1-888-523-9292).

Sincerely,

Flo Langley
Vice President, Customer Service