

Our Restitution Process

If you believe your business has lost sales as a result of poor service from Menzies Distribution, but you simply want to be reimbursed rather than to register a complaint, you can follow our restitution process.

You are entitled to claim reimbursement when:

- There has been extreme lateness involving a large number of copies, missing full bundles not replaced or where lateness has caused your Home News Delivery (HND) rounds to be missed, requiring a second delivery.

AND / OR

- The same problem occurs more than three times in three weeks for Monday to Friday newspapers; or more than twice in six weeks for weekend newspapers and for magazines.

In cases where incidents are outside of Menzies Distribution's control, such as where late delivery of titles by a publisher has caused knock-on lateness of your own deliveries, you will not be entitled to restitution from us. However we can pass these types of claims to publisher representatives if appropriate.

Amount of claim

You are entitled to claim for the total margin value of lost sales, for example if you claim for one copy which retails at 40p and on which your margin is 8p, you are claiming 8p.

To validate your claim, we will compare your sales for the titles and issues claimed to the average sales for the three most recent, normal, corresponding days (excluding bank holidays), for example this Wednesday versus average for the last three standard Wednesdays. For bank holidays the sales will be compared against the three most recent bank holidays.

In addition, if you were forced to rerun your HND rounds you can claim a fixed rate of 40p per copy. However, you will receive at least £4 restitution even when your reruns involve less than 10 copies.

The maximum value which will be awarded for any one claim is £75.

If you wish to claim for loss of sales - and if your claim qualifies under our conditions - please fill out the form opposite with details.

Restitution Form

Please complete and return this form, addressed to the Distribution Centre Manager, to your local branch.

Your details:

Name

Customer Number

Serving Branch

Address

Telephone Number

Email

Issue Date	Title	Lost Counter Sales	HND copies not delivered	Lost sales total copies	HND copies delivered late
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Please note that we will only consider claims in the format of the table above. We will not consider claims which do not contain supporting details, or which deal with items beyond lost sales margin on products supplied by Menzies Distribution.

If we uphold your complaint, we will credit to your account the total margin value of the lost sales; in addition, if you were forced to re-run your HND rounds, we will credit to your account a sum of 40p per copy redelivered – with a minimum award of £4.00.

Signed

Print name

Position (eg Owner, Manager)