

## Press Distribution Charter

### Stage 3 - Independent Arbitration Decision

**PDC Reference Number:**

PDC215818/04/02/2016

**Date First Issued:**

09/12/2015

**Name of Arbitrator:**

Neil Robinson

**Date complaint sent to Arbitrator:**

27/04/2016

In the matter of the Arbitration Act 1996 and in the matter of a dispute between Mr. Retailer and Smiths News, Javelin Park, Black County New Road, Wednesbury, WS10 7ND. This complaint concerns alleged failure by Smiths News (SN) to credit vouchers in accordance to Press Distribution Charter standard 7.3.

Mr Retailer. maintains that he forwarded a number of vouchers to SN on 28/11/2015. SN advised him that the said vouchers had been lost or misplaced and asked for a copy of his voucher return sheet on 10/12/2015. Mr Retailer forwarded a copy of the voucher return sheet which showed vouchers totalling £282.66. Mr Retailer was not credited for the vouchers. Mr Retailer. started a PDC Stage 2 Complaint on 09/12/2015.

SN acknowledged the Stage 2 Complaint on 08/02/2016 and advised Mr Retailer. that any credit is funded by the publishers and is not guaranteed as it is a gesture of goodwill. In these circumstances there is a defined process to follow which can take a long time. SN advised that authorisation had been received from The Telegraph and the appropriate credit would follow on the next available invoice.

Whilst considering the evidence presented to me and having asked for further and better particulars, Mr Retailer. did in fact receive credit for the Telegraph vouchers. Subsequently he also received the credit he was expecting with regard to Financial Times vouchers.

I understand that Mr Retailer. is now satisfied that full credit has been given and, accordingly, I now consider the matter resolved.



**Signature of Arbitrator:** \_\_\_\_\_

**Date:** 03th May 2016

**Seat of Arbitration:** London, England.

**Date form returned to PDC Administrator:**

03/05/2016

**Date Independent Arbitration Decision sent to Wholesaler & Retailer:**

04/05/2016