

Press Distribution Charter

Step 2 - Independent Arbitration Decision

PDC Reference Number:

PDC/241713/240225

Date First Issued:

24/02/25

Name of Arbitrator:

Neil Robinson B.A. (Law), M.C.I. Arb.

Date complaint sent to Arbitrator:

05/09/2025

In the matter of the Arbitration Act 1996 and in the matter of a dispute between Mr. M and Smiths News (SN), [Olaf Street, Hammersmith, London, W11 4BE](#). This complaint concerns alleged failure by SN to credit vouchers within 14 days of return as required by Standard 7.3 of Press Distribution Charter (PDC).

By Press Distribution Charter Step 1 Complaint dated the 24th of February 2025. Mr M. alleged that SN had refused to credit vouchers from Voucher Envelope L188588 credited 18/01/2025. He alleged credit was short 14 'The Telegraph' Monday – Friday, 3 'The Telegraph' Saturday and 3 'The Telegraph' Sunday to an amount totalling £73.20. The alleged shortages were reported to SN on 28/01/2025. SN maintained that the voucher return had been double checked and no claim was allowed. SN contacted 'The Telegraph' who identified over claims on Monday – Friday vouchers. Based on this data 'The Telegraph' passed credit for 'The Telegraph' vouchers for Saturday and Sunday.

On 04/03/2025 the PDF administrator requested an update on the complaint from SN. SN responded by informing the PDF Administrator that the complaint had been upgraded from a 'Careline Complaint' to a PDC Step1 Complaint and was still open.

By letter dated 06/03/2025 SN acknowledged the PDC Step 1 Complaint and pointed out that Mr. M.'s account was on an 'Alert' and a secondary check had been carried out by EVF (the voucher handling agency) and both operations revealed the discrepancies. Further investigation had been carried out and which showed that Mr. M. had been returning a greater number of Monday – Friday vouchers than his net sales and accordingly credit would not be given for those vouchers. SN considered the issue closed.

By email dated 14/03/2025, after Mr. M had been credited for the Saturday and Sunday vouchers, Mr. M. stated that "no need to pursue this further as a Step 2. I consider it resolved with Smiths."

By letter dated 16/06/2025 SN and The Telegraph advised Mr. M. that his Subscriber Vouchers exceeded his sales of The Telegraph between 01/04/2024 and 22/12/2024 and attached a week-by-week breakdown of the data. It also identified the chargeback against him.

Mr. M. made a further PDC Step 1 Complaint dated 25/06/2025. This complaint concerns the same failure to adhere to PDC Standards as his complaint dated 24/02/2025.

By letter dated 27/06/2025 the PDC Administrator acknowledged PDC Step 1 Complaint dated 25/06/2025.

By letter dated 30/06/2025 SN responded to a PDC Step 1 Complaint dated 25/06/2025. The letter from SN reminded Mr. M. that the missing voucher credits had been the subject matter of the Step 1 Complaint dated 24/02/2025 and that credit had been refused for Monday – Friday vouchers by

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Neil Robinson

Signature of Arbitrator: _____

Date: 8th September 2025

Seat of Arbitration: London, England.

Date form returned to PDC Administrator:

09/09/2025

Date Independent Arbitration Decision
sent to Wholesaler & Retailer:

11/09/2025