



# OnHand Open Exchange Policy

**\*ONLY FOR CHARGING STATION CUSTOMERS\***

Slow moving, stale product is bad for bookstores. The OnHand Open Exchange Policy was created to prevent markdowns. The Open Exchange Policy enables OnHand Charging Station customers to swap out slow moving product instead of issuing markdowns or putting items on clearance. Customers may return slower moving items from their OnHand Charging Station provided an offsetting PO is submitted for new inventory at the same time as the return request.

- In order to complete the exchange the total value of the return must be offset with a new purchase order of equal or greater economic value.
- If no offsetting PO is received at the time of the return request then standard return terms and conditions apply.

## How it Works:

At the store manager's discretion, any items that are not performing up to expectations can be returned in exchange for new inventory of best selling SKUs. Simply request a Return Authorization letting us know which items you'll be sending back then submit an offsetting purchase order and we'll swap the old for the new and issue a credit against your new order.

## Steps to Process your Exchange:

1. Contact OnHand or Douglas Stewart and notify your sales rep that you would like to process an exchange.
2. Provide a full list of OnHand items you wish to return to your sales rep and we will reply with your Return Authorization #.
3. Include your RA# on the outside of your package and ship your extra product back to the appropriate warehouse.

### Douglas Stewart Warehouse

Wisconsin Douglas Stewart RA # XXXX C/O OnHand 2402 Advance Road Madison, WI 53718
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4. Upon receipt of the returned product, you will receive credit for each returned item, either the current sales price or the price the you originally purchased at, whichever is lower.

## Restrictions Apply:

- The Open Exchange Policy is only available to **OnHand customers with a Charging Station stocked on their sales floor.**
- The Open Exchange Policy **will not authorize returns for OnHand products that have been discontinued** and are no longer available for sale. Discontinued items can be returned for the first 30 Days after the discontinuation announcement.