



Dear Bookseller,

We thank you for your interest in opening an account with Penguin Random House. We pride ourselves on publishing top quality, best-selling books and audios, supported by an excellent sales organization and a distribution system that is the envy of the industry.

Our catalog of titles throughout Penguin Random House can be viewed on our website: www.penguinrandomhouse.com

In addition to our in-house imprints covering a variety of genre, Penguin Random House Publishing Services has an elite distribution client base. Please visit their individual websites for product details.

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|-----------------------------|-----------------------|----------------------|
| ARCHIE COMICS | NEW YORK REVIEW BOOKS | SOHO PRESS |
| BEACON PRESS | NOBROW | STEERFORTH PRESS |
| CAMPFIRE BOOKS | NORTH ATLANTIC BOOKS | TITAN |
| CANDLEWICK | OTHER PRESS | VERSO BOOKS |
| CHARLESBRIDGE | PARALLAX | VERTICAL PRESS |
| DARK HORSE | POWERHOUSE BOOKS | WATKINS MEDIA GROUP |
| DC COMICS | PROMETHEUS BOOKS | WELCOME BOOKS |
| EGMONT | QUIRK BOOKS | WIZARDS OF THE COAST |
| GOOD NIGHT BOOKS | RADICAL PUBLISHING | |
| HATHERLEIGH PRESS | RIZZOLI | |
| IDW PUBLISHING | RODMELL PRESS | |
| KENSINGTON | SASQUATCH BOOKS SEVEN | |
| KUPERARD | STORIES PRESS | |
| LEGENDARY COMICS | SEARCH PRESS | |
| MELVILLE HOUSE | SHAMBHALA | |
| NATIONAL GEOGRAPHIC SOCIETY | SMITHSONIAN BOOKS | |

Please complete the enclosed Account Application form and return it together with your opening order and tax document to newaccount@penguinrandomhouse.com. If you prefer, you can fax it to 1-866-924-1396.

If you have any questions, please contact us at our toll free number 1-866-761-6685 or via email at newaccount@penguinrandomhouse.com

We look forward to a mutually beneficial relationship.

Best Regards,

Penguin Random House LLC



NEW ACCOUNT APPLICATION
SCHOOL AND LIBRARY SALES

ATTACH OPENING ORDER

BILLING ADDRESS

SHIPPING ADDRESS

BUSINESS NAME:		BUSINESS NAME:	
STREET:		STREET:	
CITY:		CITY:	
STATE:	ZIP:	STATE:	ZIP:
PHONE:	FAX:	PHONE:	FAX:
EMAIL ADDRESS:		EMAIL ADDRESS:	
ACCOUNTS PAYABLE CONTACT INFORMATION:		NAME:	PHONE #:
		EMAIL ADDRESS:	

TAX EXEMPT CERTIFICATE MUST BE ATTACHED

PLEASE CHECK ONE OPTION:

PUBLIC SCHOOL _____ PUBLIC LIBRARY _____ OTHER (PLEASE SPECIFY) _____

BANK INFORMATION

BANK ROUTING # _____ **ACCOUNT #** _____

CONTACT INFORMATION:

NAME PHONE NUMBER EMAIL ADDRESS

	NAME	PHONE NUMBER	EMAIL ADDRESS
MAIN CONTACT PERSON			
DIRECTOR			
ACCOUNTS PAYABLE			
OTHER			

By completing this credit application you are affirming financial responsibility, ability and willingness to pay invoices in accordance with applicable Purchase Orders and our published Terms of Sale. You authorize Penguin Random House to verify and collect information including but not limited to bank and trade references. If approved, you will be extended credit throughout Penguin Random House. Penguin Random House reserves the right to revoke credit at any time. In the event of non-payment according to our Terms of Sale; you are responsible for any late fees, finance charges, collection fees and/or legal fees incurred.

SIGNATURE

I certify this information to be true and accurate. I authorize Penguin Random House to review and verify the information contained above for purposes of granting credit.

AUTHORIZED SIGNATURE PRINT NAME DATE

OPENING ORDER (MINIMUM \$100 RETAIL COST) MUST BE ATTACHED TO THE APPLICATION
WE ARE UNABLE TO OPEN YOUR ACCOUNT UNLESS WE HAVE YOUR FIRST ORDER ATTACHED

FOR INTERNAL USE: REP CODE _____ CUSTOMER CLASS _____ PRICE GROUP _____

ACCOUNT NUMBER: _____



400 Hahn Rd
Westminster, Md 21157

Thank you for your interest in opening an account with Penguin Random House Inc.

We have a new and exciting opportunity for all of our business accounts wishing to work through our website.

The Business to Business website or BIZ site allows you to handle many facets of your day to day tasks during a time which is convenient to you. Our BIZ site is available 24/7, so you do not need to interrupt your daily business routine of taking care of those very important customers. Our BIZ site offers the following selections:

- Purchase Order and Invoice research
- PO/Order tracking
- Order Status
- Instant claim damages
- Damage replacement orders
- Retrieve invoices and have them emailed directly to you
- Title/Author Lookup

We encourage you to register once your account is open so you can seamlessly have full BIZ site capabilities.

Please visit www.penguinrandomhouse.com, go to Business Self-Service and click on the register tab.

It's quick, it's easy, so register today!

Penguin Random House LLC reserves the right to change terms of sale and prices at any time.

**Penguin Random House
ORDERING INFORMATION:**

Customer Service: (800) 733 - 3000

Email: csorders@penguinrandomhouse.com

Fax: (800) 659 - 2436

Credit: (800) 726 - 0600

Mailing Address: Penguin Random House LLC
Distribution Center
400 Hahn Road
Westminster, MD 21157
Attn: Customer Service

Website: www.penguinrandomhouse.biz

It's quick, easy, and available 24/7. You can place an order, look up a title, check order status, place claims for shortages/damages, obtain a listing of the current managed titles, and retrieve an invoice. Register your account today to learn more.

ELIGIBLE TITLES: Note that these terms of sale are for Penguin Random House Publishers. Separate terms documents are available for Distribution Client Publishers.

FREIGHT: All formats will ship free freight on outgoing orders to established trade accounts. Initial shipments do not combine with reorders. Customers requesting expedited freight will be responsible for any additional charges.

SHIPMENT MINIMUM: \$200 retail value for reorders, \$100 retail value for initials. All publishers and formats will combine to meet the shipment minimum within each warehouse. Shipments that do not meet the minimum will not leave the warehouse and will backorder for up to 90 days, in order to combine with other orders. Once a combination of orders exceeds the minimum retail value, it will be shipped.

SHORTAGES/DAMAGES POLICY/CLAIMS: At time of order receipt, it is the customer's responsibility to check for carton or pallet shortages or signs of damage. The Bill Of Lading will clearly indicate the number of cartons/pallets to be received. Penguin Random House will honor "subject to count," damages only if the bill of lading is signed and dated and all claims are reported in writing to Penguin Random House Customer Service within 10 days of customer's receipt of product. If a shortage/damage is discovered please call Penguin Random House Customer Service. All claims by customer with respect to Penguin Random House product purchased by customer, including, without limitation, shortage, damage and all other claims, are waived unless made in writing and received by Penguin Random House Customer Service within ten (10) days of customer's receipt of product.

CREDIT: Shipments will be made to all accounts in good credit standing, as determined by the Penguin Random House Credit Department. In addition, accounts must also be in good credit standing to participate in any promotional offers and to receive any incentive payments, rebates or allowances, including without limitation, cooperative advertising allowances.

PAYMENT TERMS: 60 days End of Month from invoice date. Payments, in the form of checks, money orders, or funds transfers, are due at the Penguin Random House bank by the last banking day of the month due (excludes Sat & Sun). In the event of non-payment, the account is responsible for any late fees, finance charges, collection fees and/or legal fees incurred.

CREDIT CARDS: Penguin Random House accepts Visa, Mastercard, Discover, American Express only at the time the order is placed.

VENDOR COMPLIANCE: Penguin Random House will not pay or accept vendor non-compliance chargebacks. All purchase orders are accepted and shipped subject to the terms and conditions of Penguin Random House's terms of sale.

STOP ORDERS (Single Title Order Plan): 35% Discount on MM, TR and HC orders (CASH WITH ORDER - send orders to 400 Hahn Road, Westminster, MD 21157 Attn: Customer Service). Shipments will be made via Parcel Post, UPS, or another service as indicated and paid for by the customer. Contact customer services for shipping and handling charges.

B2B: Penguin Random House offers a Corporate Business-to-Business (B2B) Discount for retailers selling to corporate or community third parties. Please ask your Penguin Random House rep for details.

Base Discounts: Unless indicated otherwise, all discounts are listed as returnable, off-invoice discounts. Large print titles follow the format discount. Some exceptions may apply to the discounts listed below. For discount confirmation, please refer to the discount codes that are provided in the ONIX metadata files, or contact Customer Service.

Product	Retail	RDC
ADULT		
Hardcover (HC)	46%	48%
Trade Paperback (TR)	46%	48%
Mass Market (MM)	44%	48%
CHILDREN'S / YOUNG READER'S		
C&A, Level Readers, Storybooks, Merrigold ¹	48%	50%
Digest, Trade Paperback (except Leveled Readers)	46%	48%
DK High Price: Board and Paperback	46%	48%
DK Low Price: Board and Paperback	46%	50%
Eyewitness Video	50%	60%
GLB		30%
Hardcover (Board, Jacketed, Unjacketed*)	46%	48%
Mass Market (MM)	46%	48%
Non-Traditional (Novelty, Book & Audio)	46%	48%
Step Ahead Series	50%	55%
Sylvan Learning	52%	55%
Wee Sing	50%	57%
OTHER FORMATS, LINES (Alphabetical Listing)		
Alpha ²	46%	50%
Audio (AU)		50%
Audio-Living Language		52%
Bibles-CEV	50%	52%
Bibles-Shaw Bible Study		50%
Calendars		60%
CodeNotes	58%	59%
Classics-Penguin	46%	50%
Classics-MM (RH, Signet)	48%	52%
Classics-Modern Library Paperback		52%
Prima Games ³	48%	50%
Penguin Gear (NR)		50%
Potter Stationery & Journals (Books follow format discounts)		52%
Postcards		52%
Princeton Review		52%
Signed Limited Editions		40%
Travel-Fodor's	48%	50%
Travel-Knopf City Map Guides	48%	50%
Travel-Rough Guides	50%	51%
Webster's Reference Titles		50%
NET PRICED		
Beginner Book Games		Net Priced
Vintage Educational Paperbacks		Net Priced

Note¹: Level Readers includes DK Readers, Penguin Young Readers, Road to Reading (RTR), Road to Writing (RTW), Step Into Reading (SIR); Storybooks includes Little Golden Books, Little Golden Storybooks, Look-Look, Little Look- Look, 8x8; Beginners Chapter Books include all Berenstain Bear Chapter Books. **Note²:** Alpha Style product follows the format discount for HC or TR. **Note³:** All direct-to-store orders that require third-party processing (such as order processing, packing, labeling, meeting direct-to-store shipping requirements, advance shipping notifications, and shipping) in order to meet software release dates are subject to a 40% discount. **Note⁴:** Includes all Stepping Stone Books.

EXPORT: Penguin Random House offers export terms for retailers selling to appropriate open market territories overseas provided certain conditions are met. For more information, contact Penguin Random House International @ 212 572-6106

SCHOOLS, LIBRARIES, INSTITUTIONS: Penguin Random House offers terms for schools, libraries & institutions. Base Discount = 25% (some exceptions may apply). Please contact your rep for details.

RETAIL DISTRIBUTION CENTER (RDC): Retailers who meet the following conditions are eligible for RDC discounts:

- The distribution center is a separate ship-to account.
- The distribution center is a free-standing operation with dock loading facilities capable of receiving full skids of merchandise.
- The distribution center's sole function is warehousing and distribution with no direct physical public access for consumers.
- No sub-shipments requiring separate packing or invoicing will be allowed.
- All product lines without specific RDC discounts, or those formats whose discount is already higher than 48%, will receive their base discounts for shipments into the RDC.
- Any books ordered in less than carton quantities are subject to a quarterly chargeback to the appropriate retail base discount. (Accts will be notified prior to implementing.)
- Returns from accounts with an RDC will be credited at the applicable RDC discount, and adjusted each quarter to the account's actual year-to-date average base/RDC discount. All customer claims & deductions must be made at the RDC discount.

RETURN POLICY: A valid return claim covers Penguin Random House product, which is eligible for return and has been shipped to the designated Penguin Random House facility. Valid returns will only be processed as a credit against an account's current balance and/or can be used for future purchases. Penguin Random House does not issue cash for returns. Penguin Random House reserves the right to review, destroy and disallow credit for returns in excess of what was purchased directly. An estimated or anticipated bulk returns claim is an invalid deduction and will not be allowed. With the exception of accounts with an RDC, returns are credited at the standard base discount at which the product was purchased. Returns from accounts with an RDC will be credited at the applicable RDC discount, and adjusted each quarter to the account's actual year-to-date average base/RDC discount. All RDC customer claims & deductions must be made at the RDC discount.

Titles that are active and bought on a returnable basis can be returned at any time.

Unless otherwise specified, full copy returns are required on all hardcover, trade paper, and audio titles. Component titles of box set (BX) format titles may not be returned individually, and credit will only be issued for the return of complete BX sets. All labels and stickers appearing on cover four (back cover) that contain bar coding or obstruct the pre-printed bar code located on cover four (back cover) must be completely removed prior to return.

Unless specifically designated as a full copy return, we require stripped front cover returns on all MM books, Yearling, Skylark, dated Princeton Review, dated Fodor's Guides and Fodor's Pocket Guides. Dated materials can be stripped only after the new edition has been shipped. Calendars are strippable only after March 31st of the current year. In submitting returns for credit, the retailer agrees that the bodies of books of which covers only are returned, will be shredded or destroyed in such a manner as to make them unusable after covers are returned for credit.

Accounts qualifying for returnable terms, stripped cover and full copy returns must be shipped separately to:

Distribution Center
Penguin Random House
Attn: Returns Department
1019 N State Road 47
Crawfordsville, IN 47933

Retailers are responsible for: Returns until signed for by Penguin Random House; Return freight on all products or covers; insurance arrangements & payments - For customer's protection, particularly on MM covers, returns should be sent insured (e.g. insured parcel post).

Penguin Random House LLC reserves the right to change terms of sale and prices at any time.

Return authorization in advance is not required, however, all returns should be made with a claim copy or packing slip enclosed in each carton identifying the quantity by ISBN or description and cover price of what is being returned, your name, address, account #, claim # (if any) and # of cartons. Please limit each carton of returns to 35lbs. Accounts will be given 180 days after notification that a title has been declared Out of Print or Remaindered to return it for credit. Penguin Random House will return, at the customer's expense, and no credit will be issued for any titles received that are either not eligible for credit not Penguin Random House publications (NOP) or have labels or stickers applied to cover four (back cover) that either contain bar coding or obstruct any pre-printed bar codes. If the customer refuses and/or returns the product back to Penguin Random House, the product will be destroyed

For more information regarding packaging and shipping of returns please contact Customer Service or visit www.penguinrandomhouse.biz/booksellers/notices.

NON-RETURNABLE (NR) OPTION: An account is limited to either returnable or non-returnable terms. The option will remain in effect for the entire calendar year. Other restrictions apply. Base Discount = 50% (some exceptions may apply). For more information, or for a change in status, please contact your rep for details.

CONFLICT WITH CUSTOMER TERMS: No modification or waiver of any of these Terms shall be enforceable, unless agreed to in writing by Penguin Random House. To the extent that any discrepancy exists between these Terms and those of any sales quotation, purchase order, or other document received from the customer, these Terms shall control.

LIMITATION ON WARRANTIES: Except as provided in any warranty expressly provided by Penguin Random House, Penguin Random House does not make or give, and expressly disclaims, all other warranties, representations, guarantees, or other conditions of any kind, express or implied, including warranties as to performance, merchantability, or fitness for a particular purpose, and warranties arising by statute or otherwise, or from a course of dealing or usage of trade.

LIMITATION OF DAMAGES AND OTHER LIABILITIES: The aggregate cumulative liability of Penguin Random House, and its affiliates under common control with it, directors, officers, employees, representatives and agents, for all claims by customer, notwithstanding the form in which any such action is brought, whether in contract, tort (including negligence), or otherwise, shall be limited in the aggregate to the total amounts paid by the customer to Penguin Random House under the applicable invoice. Penguin Random House shall not be liable for any consequential, incidental, indirect, special, exemplary or punitive damages, third party claims, loss of revenues, loss of profits or loss of savings even if advised of the possibility of such damages and regardless of the form in which any action is brought, whether in contract, tort (including negligence), or otherwise.

STATUTE OF LIMITATIONS: Any action for any breach of contract by Penguin Random House or other claim by Customer against Penguin Random House must be commenced by customer within one (1) year after delivery of product to customer.

GOVERNING LAW: These Terms of Sale shall be governed and construed in accordance with the laws of the State of New York, and any action, claim, litigation or dispute resolution process brought to enforce these Terms of Sale shall be commenced and adjudicated in the state or federal courts in New York County, New York.

NO ASSIGNMENT: The customer may not assign its rights or delegate its duties or obligations under these Terms of Sale without the prior written consent of Penguin Random House. Any attempt to make such an assignment or delegation without written consent will be void.

LIMITATION ON SETOFF BY CUSTOMER: All amounts owing by the customer to Penguin Random House shall be due without any setoff, counterclaim or recoupment or other similar rights the customer may have against Penguin Random House.

ATTORNEYS' FEES: Should customer fail to make timely payment of any amount due to Penguin Random House and legal action becomes necessary to collect such amount, Penguin Random House shall be entitled to recover from customer all costs incurred in connection with such action, including Penguin Random House's attorneys' fees and expenses.