

Dear Bookseller,

Please find enclosed with this letter, the CCH Bookshop Business Conditions & Trading Terms which will take effect from 1 January 2009.

Please take the time to read this as we have made changes to how you will be able to return stock to our warehouse.

No longer will you need to send CCH a Request to Return books. It is now as simple as clicking onto the CCH website at [www.cch.com.au](http://www.cch.com.au), click on Education then Bookshop. Complete the details required as listed in the enclosed Bookshop Business Conditions & Trading Terms on page 2, photocopy as many forms as needed (one copy for each box) and return the box/es of books to our warehouse at Gate 1 76 Nelson Street, Maryborough, Victoria 3465.

Think of the time this will save! You will no longer have to wait for your Returns Request to be processed by CCH. As soon as the books are received at our warehouse and the paperwork forwarded to Head Office your credit will be processed.

If you have any questions concerning this new procedure please contact our CRM Department on 130 300 224 or Merilyn Murphy 02 9857 1849.

Yours faithfully,



Jonathan Seifman  
Books Director  
CCH Australia

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Accurate. Authoritative. Relevant.