

Smiths News

IMPORTANT INFORMATION RELATING TO PRODUCTS PREVIOUSLY SUPPLIED BY DAWSON NEWS

We would like to inform you that Smiths News has taken over responsibility for Newspaper and Magazine distribution arrangements to you this change is effective from August 2nd 2009 and we have invoiced you this morning for the supplies you have received on the 2nd and 3rd August 2009

A personal introductory letter has been sent you via 1st class mail, this will confirm payment terms and our company Terms & Conditions

THESE THINGS WILL CHANGE

- **Paperwork:** Paperwork and Invoices will be re named with "Smiths News"

THESE THINGS WILL NOT CHANGE

- **Supplying Location:** There will be no changes to your supplying locations.
- **Customer Number:** There will be no changes to these numbers.
- **Deliveries:** There will be no changes to your existing delivery times.
- **Standing Orders:** We will use the existing Dawson News' orders for your store.
- **Customer Service:** Contact telephone numbers remain the same.
- **Daily Paper Work:** There will be no changes to your existing daily paperwork.
- **Returns Collections:** There will be no changes to your returns collection
- **Smiths News Returns:** Returns will continue to be credited in line with the current arrangements.
- **Voucher Processing:** Vouchers will continue to be credited in line with the current arrangements.
- **Carriage Service Charge:** No change to current levels

IMPORTANT INFORMATION ABOUT RETURNS OF DAWSON NEWS SUPPLIES

- For titles supplied by Dawson News, we will collect and process those returns
- Confirmation of returns processed will be passed to you and Dawson News.
- Dawson News will remain responsible for crediting you with the value of these returns
- Payment for product supplied by Dawson News needs to be made in the name of Dawson News

CONTACT

You should continue to use your Dawson News supplying depot as your first point of contact and for any day to day questions you have regarding this change.

For any unresolved issues or unanswered questions, we also have a hotline number available

The number is 0845 121 8654 (all calls charged at local rate)

Our Hotline is staffed by Smiths News Customer Service staff, who will endeavour to get an answer to your questions or you can e-mail us with your enquiries at > customer.services@smithsnews.co.uk. <