



When can you claim?

- a) A serious and/or persistent disruption of the delivery of your newspapers or magazines
- b) Where your wholesaler is directly responsible
- c) Where earlier efforts to remedy have failed

You cannot claim if the incident is outside the wholesalers control, for example, if the publisher is late arriving at the wholesalers.

What can be claimed?

Loss of retail cash margin for proven loss of either casual counter sales or HND copies not delivered at all.

For HND rounds you can claim a fixed rate of 40p per copy. However, you will receive at least £4 restitution even when your reruns involve less than 10 copies.

You can only make a claim up to £50 per incident under fast track. Any larger claim than this will need to be pursued through ISSA. Contact ISSA on: 020 7713 048.

You may be asked to produce documentary evidence.

How to make a claim

Request a customer complaints form from the wholesaler's customer service department.

This should be done as soon as possible, but must be within 7 days.

Forms must be returned either by post, fax or in person. Forms must not be sent back in the returns parcel.

Claims process

Your complaint will be reviewed by your wholesaler, who may ask for further information.

If your complaint is upheld your wholesaler will award appropriate restitution with any due payment appearing on the next available invoice.

If your claim is rejected you can raise an ISSA complaint.

All claims must be recorded by the industry, therefore if you don't make the claim then your wholesaler's service must be good – Is it?