

centralbooks | 80 YEARS

50 Freshwater Road Chadwell Heath London RM8 1RX

Goods In Department

+44 (0)20 8525 8831

goodsin@centralbooks.com

Dear Publisher

You may be aware that Central Books operates a booking-in procedure for larger deliveries. This is intended to minimise congestion in the goods-in department, thereby making the processing of new stock faster and more efficient. Although in the past this has largely been the case, there have been some problems due to differing interpretations of the procedure. We always try our best to accommodate requested delivery dates and rarely refuse them.

Our address is at the top of this page but some postal databases have us down as 1 Unit, Heath Park Industrial Estate, Freshwater Rd, Dagenham RM8 1RX, this is exactly the same place as 50 Freshwater Road.

All deliveries comprising 10 or more boxes will have to be palletised. Book deliveries need to be booked-in in advance. *(Magazine deliveries do not have to be booked)*

For deliveries where titles are mixed on pallets, each pallet must have a list of contents also a file (Spreadsheet) with – Title, ISBN, Quantity, must be sent to our email address goodsin@centralbooks.com

Note: regardless the size of the delivery all boxes must be labelled displaying title, ISBN, Quantity. The ISBN bar code must be printed on the box where the box contains only one title.

Deliveries should be booked through our email – goodsin@centralbooks.com or by phone +44(0)20 8525 8831. If you do choose to book in by email please wait for the delivery date to be confirmed before sending it.

Please book in your delivery **AT LEAST 3 WORKING DAYS** before intended delivery date. We will endeavour to accommodate your preferred date.

When booking please have the following details ready

- Delivery size – number of boxes/Pallet
- Publisher/Book Title
- Preferred date of delivery

Deliveries can only be accepted between the following times:

08:00 – 16:00 – Monday, Tuesday, Wednesday and Thursday

09:00 – 15:00 – Fridays

FOR HEALTH AND SAFETY REASONS BOXES AND PACKETS MUST WEIGHT NO MORE THAN 15kg.

Pallets must not exceed 1.5m in any dimension, please only use pallets that are 100cm x 120cm (40in x 48in) four-way entry with full perimeter base. Boxes or pallets that do not conform to this will be re-packed at the publisher's expense.

We would like to highlight that **we are not able to unload from containers.**

Due to some printers “exaggerating” delivery times, it is probably better to inform your printer(s) of this procedure, and let them do the booking-in for you. This tends to simplify things at our end as we don't get two completely different dates for the same delivery, one from the publisher and one from the printer.

Failure to observe this procedure may result in deliveries being refused. Any non-booked delivery that we do accept will not be given priority over those deliveries that were booked-in.

If we do not receive delivery notes your books will take longer to add into our warehouse.

A minority of publishers send us books before sending us bibliographic details of the books. This makes the work of the Goods In Department very hard as they cannot add stock if the title is not on our database. Please help us by telling us about books long before you send them to us. This title information can be sent to regine@centralbooks.com.

Thank you for your assistance.