



NFRN
NEWS

Restitution Quick Guide

Members can claim restitution for serious and/or persistent issues.

Definitions:

Newspapers

Persistent

- Three occurrences of lateness for a specific title in a 3 week period Mon- Fri
- Three occurrences of lateness for a specific title in a six week period Sat/Sun
- Re – occurring issues that have not been resolved
(Late – is defined as arriving less than 15 minutes from wholesale cut off time)

Serious

- Extreme lateness involving a large number of copies, missing full bundles not replaced, or where lateness has caused your Home News Delivery (HND) rounds to be missed and re delivered.

Magazines :

- Same problem occurs 3 times in 6 issues of a weekly, fortnightly or monthly magazine

Who do you claim from?

Wholesale

- If your RDT/SDT has been missed and the titles were not late into the wholesale. Claim to be made to the wholesale.
- If unsure of your RDT – Menzies Distribution supplied members can check on NFRN website, Smith News supplied members request confirmation direct from your wholesale
- Request restitution form(Stage 2 PDC Formal complaint)from wholesale
- Complete and return to wholesale

Publisher

- If your RDT/SDT has been missed and the title/s were late into the wholesale.
- Claim to be made from the publisher/s for **each** late title.
- Contact publishers direct.
- Contact details available via NFRN website at link below:

<https://nfrnonline.com/information/publisher-contact-details/>

Please note that currently the Daily Express Daily Star , FT and regional titles have not signed up to this restitution process.



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What are you entitled to?

Wholesale restitution

- 55p per copy for every HND copy that you have to re deliver with a minimum payment of £5.50 if have to re deliver less than 10 copies.
- The lost profit from any lost casual sales based on your average sales for that title for that day

Publisher restitution (the amounts are currently being reviewed by the NPA)

- 55p per copy for every HND copy that you have to re deliver with a minimum payment of £5.50 if have to re deliver less than 10 copies.
- Maximum Value of each claim per title £60

Where can I find out if titles if have been late into my wholesale depot?

- The titles that have been late over a two/three week period are available on the NFRN website.
- These are updated each week for both Smiths and Menzies depots.
- These details by day, title, and depot
- The links are detailed below

Smiths:

<https://nfrnonline.com/information/smiths-news-updates/>

Menzies:

<https://nfrnonline.com/information/menzies-updates/>

If you still have any queries, you can contact NFRN Connect on the freephone number **0800 121 6376** (free from UK landline phones only).

Opening hours 7am- 5pm Monday – Friday, 7am – 11am Weekends and Bank Holidays



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CONNECT