SUPPLYING WATERSTONES – PUBLISHERS FAQ'S

Why do I have to fill out this form, if I already trade with you?

This is a Waterstones requirement, and they have asked us to ensure that you fill out the form so that they have the relevant trading information that they will need from you.

Can I deliver direct to the store?

Unfortunately, this is not permitted, Waterstones insist that we consolidate their orders and deliver the goods along with supplying the electronic invoices and the delivery information they need. When you deliver into us, we will generally supply the books to Waterstones within 48 hours.

Where are my orders?

When a Waterstones branch places an order through Gardners we will supply from any stock that we have. If we don't keep stock, we will order from you the same day through MVB/Pubeasy. MVB/Pubeasy will use the contact details you have listed on Nielsen Bookdata. Therefore, we ask you to ensure that this information is kept up to date.

I haven't received an order.

Unfortunately, if we don't send you an order, it's because Waterstones have not ordered from us.

Do my books need to be in stock?

Books don't need to be in stock as we are able to obtain any book quickly providing that Nielsen have all your details.

When would Gardners hold stock of my book?

We review all titles regularly and if a title is selling well, we would potentially look to hold stock. However, this would be subject to terms and conditions.

Finally, provided that all the details are correct with Nielsen BookData, all our other customers will be able to order your titles from us.