Zendesk SC Article

**Metro Single Copy Returns Policy – Do all stores have to return unsold copies?**

**YES, ALL METRO-AREA RETAILERS MUST RETURN COMPLETE UNSOLD NEWSPAPERS.** Returns of unsold copies are important to ensure that invoices are accurate and that you are receiving an appropriate number of copies each day.

**Star Tribune requires the return of unsold copies to:**

* evaluate delivery performance,
* guard against coupon fraud,
* analyze theft, and
* ensure your store receives proper financial credit.

It is very important that we receive all unsold copies each day/week. Here are some ways that might happen:

* If your location is not open during Star Tribune delivery, Star Tribune personnel will likely pick up Returns once per week.Keep ALL unsold copies until they are picked up each week. (*If you and your carrier have worked out an alternate daily plan to retrieve Returns, please stick to the current plan.)*
* If your location is not open during Star Tribune delivery, Star Tribune personnel may install a lockbox and pick up returns and deliver to that green outdoor box every day.
* If your location is open during Star Tribune delivery, Star Tribune personnel may pick up unsold papers daily and replace them with the current newspaper for each product that is delivered.

It is against the law to remove coupons from unsold newspapers prior to returning them to Star Tribune personnel. Avoid coupon fraud. Complete Returns mean just that.

Please keep unsold newspapers secured: Unsold newspapers should be kept in a secure location separated by date and edition (Star Tribune and any other newspaper product) until Star Tribune personnel picks them up.

If you still have further questions for us, please contact us by submitting a form online, emailing [SC-VIP@starttribune.com](mailto:SC-VIP@starttribune.com), or calling (612) 673-4313.

Thank you for your business!