Frequently Asked Questions

Q1. What does "catalog" refer to?

A. Lightning Source maintains a digital catalog of millions of books that are made available to thousands of bookstore and library partners around the world. When authors and publishers upload content into the Lightning Source platform and then enable that content for distribution, the book is listed in the Lightning Source catalog.

Q2. What does it mean to remove content from the catalog?

A. Your content will no longer be available to retailers. However, your content will be available for you to order. We are not removing your ability to place orders for your own content.

Q3. What types of content may be removed from our catalog?

A.

1. Summaries, workbooks, abbreviations, insights, or similar type content without permission from the original author. **For example:** A Summary of J.K. Rowling's *Harry Potter and the Chamber of Secrets*

2. Content containing 90-100% blank pages like notepads, scratchpads, journals, or similar type content.

3. Content that mirrors/mimics popular titles, including without limiting, similar covers, cover design, title, author names, or similar type content.

4. Content that is misleading or likely to cause confusion by the buyer, including without limiting, inaccurate descriptions and cover art. **For example:** A book with a cover design that does not match the interior content; a cover that appears to be for a product other than a physical book

5. Content listed at prices not reflective of its market value. **For example:** a blank journal listed at $99.99.

6. Content scanned from original versions where all or parts contain illegible content to the detriment of the buyer.

7. Content created using automated means or mass-produced processes (see **Q13**).

Q4. Does this apply to both print and ebooks?

A. This will apply to print content only, at this time.

Q5. When does the policy go into effect?

A. Notification of this policy change was communicated via email February 25, 2020. The policy will be in full effect April 27, 2020.

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Q6. Will I be notified about content being removed and why?

A. A [service alert](#) was sent via email February 25, 2020. Content falling into the criteria listed in **Q3** may be removed April 27, 2020. No further notification will be sent.

Q7. Who do I contact if I believe my content does not fall within the criteria listed in Q3?

A. Please contact your Client Services Representative.

Q8. Will I be reimbursed for title setup fees and market access fees?

A. Fees will not be refunded on content that Lightning Source removes due to the criteria listed in **Q3**.

Q9. Will publisher compensation be paid for prior copies sold?

A. Yes, publisher compensation will be paid for copies sold prior to removal based on stated contractual compensation payment terms.

Q10. Will I still be able to order print copies of content that has been removed from the Lightning Source catalog to use for my own purposes?

A. Yes, as long as your content does not violate applicable laws or the criteria in **Q3**, and your Lightning Source account maintains active content.

Q11. When will content be removed from the Lightning Source catalog?

A. Content will be removed from the Lightning Source catalog starting April 27, 2020.

Q12. In addition to affected content being removed, will my account be closed?

A. See **Q10**.

Q13. What does content uploaded and created using automated means or mass-produced processes mean?

A. Also referred to as Mass Uploads and Mass Production content–an example is:

Content created via automated customization such as using scripted or coded processes and/or "templatized" content with little to no variation from title to title. Content created in this manner for the purpose of selling via the internet or publisher's website will most likely not be permitted. Content created with identical or nearly identical interiors, but varying cover designs in mass will most likely not be permitted as well.