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# Frequently Asked Questions

## General

**Q. Whom can I contact with a registration and/or technical issue on the site?**

**A.** For registration or general technical assistance, please reach out to our Customer Service team: 1-800-733-3000 (between the hours 8:30am and 6:30pm EST).

**Q. Whom can I contact with a question about one of the forms on the site?**

**A.** Please carefully read the instructions on the forms, including sidebar text. Should you have further questions regarding the forms, you may email [permissions@penguinrandomhouse.com](mailto:permissions@penguinrandomhouse.com)

## Search questions

**Q. When searching for a title, why do multiple books with the same title come up?**

**A.** If multiple search results appear with the same exact title, it may be that more than one author has written a book with the same title. Please verify that you choose the title by the correct author(s). If multiple search results appear with the same title and author(s), you need only select one.

**Q. The title I searched for brings up no results. Does this mean PRH does not hold rights?**

**A.** Please try searching by title, author, and (if available) ISBN. If the book still does not appear in our database, check the copyright page to confirm the original publisher. If Penguin Random House or any Penguin or Random House imprint is listed, email [permissions@penguinrandomhouse.com](mailto:permissions@penguinrandomhouse.com) and attach a copy of the copyright and title pages along with your request. We will research and respond directly once we have more information.

**Q. I want to request permission for an image/photo/illustration, not an excerpt. Do I still fill out the online form?**

**A.** Not always. Often, illustrative materials are used in our books by permission from other sources. Please check the copyright page and any credits in the book to see if

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the material in question is credited to another source; if it is, contact that party directly. If the image is not credited anywhere in the book, please submit a request to us for additional research.

## *Request Form Questions*

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**Q. Can permission be granted for all languages?**

**A.** Penguin Random House's policy is to grant for each language edition separately. We do not grant blanket or all-inclusive rights. Please fill out a separate request form for each language.

**Q. What if the format I seek isn't listed as an option on the request form?**

**A.** Please choose "Other" in the drop-down and provide the relevant required details.

**Q. How do I request permission for my dissertation or thesis?**

**A.** Please email your request to [permissions@penguinrandomhouse.com](mailto:permissions@penguinrandomhouse.com) (<mailto:permissions@penguinrandomhouse.com>).

**Q. How do I obtain permission to use a book cover as prop/set dressing for a film or TV show?**

**A.** Please email your request to [permissions@penguinrandomhouse.com](mailto:permissions@penguinrandomhouse.com) and be sure to include the name of your production, ISBN(s) of the edition(s) you wish to use (or a copy of the copyright page if the book predates ISBNs), a brief synopsis of your film/show, and name and address for signatory on our release.

**Q. None of the Project Types/Request forms apply to my project. What should I do?**

**A.** Email the Permissions Department at [permissions@penguinrandomhouse.com](mailto:permissions@penguinrandomhouse.com) with specific details of the material you wish to use and as much information about your project and parameters of the intended use as possible, and we will review and get back to you. Do not submit your request via email simply to omit required information; your request will not be processed.

**Q. What if I don't yet have a publisher for my book?**

**A.** Do not apply for permission until you have secured a publisher (or can confirm that you will be self-publishing). We require full publication details for all requests. The request form will guide you through our requirements.

## *Following up/Questions about submitted requests*

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**Q. How do I fix a mistake or make changes to my request after it has been submitted?**

**A.** Email the Permissions Department at [permissions@penguinrandomhouse.com](mailto:permissions@penguinrandomhouse.com) with your Request ID number and inform us of the desired corrections or changes.

**Q. How long will it take to receive a response to my request?**

**A.** Our standard processing time is 6 to 8 weeks. However, if we do not control rights we make every effort to inform requesters right away so that you may approach the rightsholder.

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**Q. How can I check on the status of my request?**

**A.** You can view the status of your submitted requests in the "My Requests" section on the Portal. If you have additional questions and your request was submitted more than 6 weeks ago, you may email [permissions@penguinrandomhouse.com](mailto:permissions@penguinrandomhouse.com) for assistance.

**Q. How can I get my request expedited?**

**A.** Unfortunately, due to the high volume of requests Penguin Random House receives on a daily basis, requests cannot be expedited. We process requests in the order in which they were received and make every effort to do so in a timely manner.

## *Contract Questions*

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**Q. My publisher has given me a permission contract; will Penguin Random House sign it?**

**A.** No; we do not sign any third party forms or agreements.

**Q. Whom should I contact if I have questions regarding a permission contract I received from PRH?**

**A.** Email the individual listed at the top of the agreement you received and be sure to reference the contract number.

**Q. Why wasn't I granted World rights even though I requested them?**

**A.** If you received a contract that granted only certain territories even though you requested world rights, it is because Penguin Random House does not hold World rights to the material. "Referral Territory" and "Contact" should be listed on the agreement in this instance; please apply directly to the Referral Contact for the Referral Territories listed. If no Referral Territory is listed, contact the individual listed at the top of the agreement for assistance.

**Q. My publisher is now asking me to obtain rights beyond what has already been granted. How do I request additional rights?**

**A.** If you have not yet returned a fully-executed agreement and paid the permissions fee, please contact the individual listed at the top of the agreement and provide details for the expanded rights. If your agreement has already been signed and paid, please submit a new request online and reference your existing contract number. Note in either case that we do not grant unlimited terms or blanket/unlimited rights.

**Q. Penguin Random House's required line is formatted differently than my publisher's standard, or longer than will fit in my work. Can it be revised to conform to my publisher's requirements?**

**A.** The credit line provided on our contract must be printed verbatim or it is in violation of our agreement. In rare instances, an exception can be made; any such requests are evaluated on a case-by-case basis. Please email the individual listed at the top of the agreement for assistance.

## *Payment Questions*

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**Q. Can I pay the permission fee by credit card?**

**A.** Unfortunately, Penguin Random House Permissions is not currently set up to accept

credit card payments.

General

Q.

A.

Search Questions

**Can I pay upon publication instead of within 45 days?**

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All fees are due within 45 days from the date of the agreement. If your publication is delayed and you cannot pay within the stipulated timeframe, please email the individual listed at the top of the agreement to cancel your contract.

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Q.

A.

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**Are permission fees refundable once paid?**

Payment Questions

As a general policy, permission fees are non-refundable.

Q.

A.

**May I pay for one format of my book at a time even though I have been granted permission for multiple formats?**

Full payment for all formats granted on an agreement is expected within 45 days of the date the contract was issued. Please do not send partial payments.



**Penguin Random House Permissions**

A Penguin Random House Service

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