

Ordering Information

Phone: To expedite your order, simply call toll-free **1-888-698-8463**, and ask for **Customer Service Monday-Friday, 8:30 A.M. to 5:30 P.M. EST.**

Fax: Fax your order to **914-206-6444**, **24 hours a day, 7 days a week.**

Visit our Web site www.its-about-time.com

Mail to: It's About Time, Herff Jones Education Division, 84 Business Park Drive, Armonk, NY 10504
Printable Order Forms have been provided for your convenience. Please provide us with the information listed below:

- Complete billing address, including: name, title, school, district, phone number, street address, city, state, ZIP code, or locally required postal code.
- Complete shipping address if different from above. This must include name, title, school, district, phone number, street address, city, state, ZIP code, or locally required postal code. No P.O. Boxes please.
- Your purchase order number.
- Description of product, quantity, title, ISBN #.
- The date by which the materials are needed.
- Specific shipping instructions.
- If using a purchase order number, a copy of the purchase order must accompany the order form.
If tax exempt: Please supply a copy of your tax exempt certificate with your order.

AMEX[®], Discover[®], VISA[®] and MasterCard[®] are accepted for your convenience.

Instructor Materials: Proper documentation must be supplied for the purchase of Teacher's materials not shipped to a recognized educational institution.

TERMS & AGREEMENTS

Prices: Prices are subject to change without notice. All orders will be filled at prices current upon receipt of your order. Our terms are net 30 upon receipt of order. All orders are subject to a 10% shipping and handling charge depending upon order classification. State and local taxes will be added where they apply. Prices are slightly higher in Canada. The company reserves the right to institute a finance charge within

legal guidelines for any or all product lines. For payment matters including application questions, call Corporate Credit at 1-800-943-7332, fax 800-643-7339 or e-mail at educationcr@herffjones.com

Transportation and Handling: To ensure prompt delivery of your order, we suggest that you place orders as early as possible. It is suggested that you request rush shipment ONLY when essential. If rush shipments are necessary there will be an additional shipping charge. Please Note: There are additional shipping costs that will be applied for Alaska, Hawaii and international orders.

Returns: Please check your order before affixing school stamps to material. STAMPED OR MARKED BOOKS CANNOT BE RETURNED FOR CREDIT.

Merchandise may not be returned without prior authorization. Please call customer service at 1-888-698-8463 and have your purchase order number available. We will accept returns within 60 days at the customer's shipping expense. All items returned must be in resaleable condition.

Return authorization numbers should be referenced on all packages and include a copy of the original invoice. All return items will be subject to a restocking fee. A credit for the approved items returned will be processed, less a 25% restocking fee.

Note: that kit orders can only be modified or canceled within 10 days of the confirmation of your order.

Damaged Merchandise: Please notify us immediately of any items damaged in transit or any other discrepancies by calling toll-free **1-888-698-8463**. All claims for damages and/or shortages must be made within 30 days after receipt of merchandise.

If the customer feels that certain books purchased from It's About Time have binding defects, the—customer shall provide a representative book as an example of the defective binding. When these books are returned to It's About Time and verified by us to be defective, they will be replaced on an equitable depreciation scale reflecting the elapsed time from the original purchase of the book(s) to the date of return.

