

Ordering Information

Phone: To expedite your order, simply call toll-free **1-888-698-8463**, and ask for **Customer Service** Monday-Thursday, 8:30 A.M. to 5:30 P.M., Friday 5:00 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, Suite 300, 84 Business Park Drive, Armonk, NY 10504

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 signed purchase order must accompany the order form.
- If tax exempt: You must supply a copy of your tax exempt certificate with your order.

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

Additional charges may apply depending on the size of the order.

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

Online Teacher's Edition: An online license for a Teacher's Edition is available at no charge with the purchase of thirty or more student texts. The license is good for three years. A free three-year renewal is available upon request. Hard copy editions available for purchased.

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. If you use your shipping carrier a handling charge will still be applied. 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.*

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

Note: kit orders only can 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 must 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.

