

TERMS & CONDITIONS:

By placing any order, a dealer agrees to all terms and conditions described herein and/or on the Evan-Moor credit application.

DISCOUNTS

Volume Discounts*

50%	\$50–\$9,999
53%	\$10,000–\$24,999
55%	\$25,000+

We calculate your volume discount based on all net purchases in a calendar year. When you reach 53% or 55% in 2009, you keep that discount through the end of the year. No discount on orders under \$50 (not including freight).

TERMS

U.S. and Canada

- 30 days dating for orders less than \$500 net
- 90 days dating for orders over \$500 net to a single shipping address

We reserve the right to request payment with orders. Freight F.O.B. Monterey, CA.

Foreign

50%* prepay with order, balance net 30 days unless otherwise specified.

*Upon approval of credit application.

QuickPay Program

Prepay orders of \$500+ and receive free freight (surface in continental U.S.). May *not* be combined with any other offers.

Past Due Accounts

Past due accounts will be subject to a 1.5% per month service charge. Shipments will not be made until payment is received. Dealers who are delinquent may lose their eligibility for volume discounts, terms, and special offers. Dealers may be required to prepay for subsequent orders after having a past due account.

SHIPPING POLICY

\$50 will be added to the invoice for any free freight orders that require a liftgate. All shipping error claims must be made within 30 days of product delivery.

Continental U.S.

Shipping and handling charges are prepaid and billed. Orders ship within two business days of receipt, F.O.B. Monterey, CA., usually by FedEx or UPS. No freight charges on out-of-stock products.

Canada, Hawaii, Alaska

Shipping and handling charges are prepaid and billed. Postal shipping is an option, but loss and/or damage due to postal mishandling is a risk assumed by the customer. Orders ship within two business days of receipt, F.O.B. Monterey, CA. Backorders are automatically cancelled.

Foreign

Freight forwarder of dealer's choice. Postal shipping is an option, but loss and/or damage due to postal mishandling is a risk assumed by the customer. Backorders are automatically cancelled.

MERCHANDISE CREDITS

Use a book for a display and get it replaced for free. Call your sales consultant for details.

RETURN POLICY

Products may be returned for credit within 90 days of purchase. Returns are subject to a 20% restocking charge. Please follow these instructions:

1. Call your customer service representative at 1-800-777-4489 for a Return Authorization Number. Note this number clearly on the returning label.
2. We will inspect all items upon return; they must not be stickered or marked, and undamaged and in saleable condition, or we have the right to not accept them.
3. Returns must arrive with freight prepaid and be accompanied by a copy of the invoice and/or our packing slip showing your order number, date, and amount due.
4. Reference your Return Authorization Number on the invoice and/or the packing slip.

Once items are returned, we will issue a credit memo that will be credited to your account. There are no cash refunds.

If Our Product Is Defective...

We will exchange at no additional charge any product that has a defect due to materials or workmanship. Please contact us to make arrangements for returns.

Overages/Shortages

Evan-Moor wants to serve you efficiently and effectively. Any claims regarding overages or shortages must be reported within 30 days of your order's delivery. Multiple claims on a single order should be submitted at the same time for processing.

Avoid a Restocking Fee

We want you to be happy with your Evan-Moor product. If it isn't selling through like you expected, then we want to know. You can return any product that isn't selling within 90 days, and we will waive the restocking fee if you place a replacement order that is equal to the billed value of your return, or \$50 net—whichever is greater. Select replacement titles of your choice, or your sales consultant can help you select other Evan-Moor titles that may be more successful with your customers. Just follow instructions #1–4 above.

ESTABLISHING CREDIT

New Accounts (U.S., Canada, and Foreign)

Credit is contingent on our acceptance of the completed and signed Evan-Moor credit application. All orders must be prepaid until credit limit has been established, and then any amount over credit guideline must be prepaid. Any dealer with a resale license may prepay any size order indefinitely—without ever applying for credit privileges.