



## ORDERING INFORMATION AND TERMS:

We can accept orders which are prepaid by **check** or **money order**, charged on **MasterCard, VISA, Discover** or **American Express** bank cards, or school district **purchase orders**. We have been working hard to maintain our policy of prompt and efficient service in processing your orders. You can help us in this effort in several ways:



**Be sure to use the latest catalog when you order.** Prices and specifications are subject to change without notice. We have added a CATALOG IDENTIFIER ON EACH PAGE along with a different brightly colored cover to help identify the catalog you are ordering from. **This is the NEW 2011-2012 CATALOG WITH THE YELLOW COVER and supersedes ALL earlier catalogs.** If you have any questions about current pricing or availability, please call to make sure. If phoning in an order, to save time please **complete the order form** before you call, and **have your credit card ready.**



**Check your order as soon as it arrives.** If there are any problems with the order, we need to know within a reasonable time (15 days) after it is delivered. Please call or write **immediately** to report any shortages or incorrect shipments. Damage claims must be filed within 15 days, so don't delay! And please be sure to pass the necessary paperwork on to your Accounting Department **immediately** so that we can continue to ship materials to you and to the other teachers in your district.

**SHIPPING CHARGES:** our standard shipping charge for Ground shipment is 10% of the merchandise subtotal, or \$7.50, whichever is greater (we have no minimum order, but the minimum shipping charge is \$7.50). **Orders to street addresses** in the continental U.S. ship by UPS or FedEx Ground (our choice); faster shipping (3-day, 2-day, overnight) is available at additional charge determined for each individual order. **C.O.D. orders** add \$10.00 per package for UPS extra handling. **Orders to P.O. Boxes, Alaska, Hawaii, APO/FPO addresses, and foreign addresses** ship by your choice of Priority Mail or Express Mail, and will be billed actual shipping charges or \$7.50 whichever is more.

**CATALOG PRICES DO NOT INCLUDE SHIPPING/DELIVERY:** We have a separate price list for schools and districts who require delivery charges to be included in quoted prices. Please call, write, or fax to request a copy. **SHIP-TO ADDRESSES:** we can ship your order to your school, but we must have your home address to match your credit card or checking account. Be sure someone is available to accept daytime deliveries at the address you give! (UPS business hours for deliveries are 9:00 am–5:00 pm.)

**RETURNS:** we offer a full money-back guarantee on all merchandise. We **do** ask questions—we need to know why you want to return an item, so that we can improve it. **You must call for an RMA number before returning any item.** Unauthorized returns may be refused. To receive merchandise credit, items must be returned within 30 days, in their original packaging, and in new condition. No credit can be given for returned items we received damaged, so be sure to pack properly and insure your return shipment. Used items may be returned only if defective. We pay the shipping only on defective or mis-shipped items. **There is a 10% restocking fee for returned easels and wall mount boards.**

**HOLIDAYS:** Due to the holiday rush and school closures in December, we can not ship to school addresses during mid-December unless your order specifically guarantees that the delivery address is open to receive the shipment. Orders not shipped by December 8 will not ship until the end of December, so as to arrive after New Year's Day. Please plan accordingly. (Home addresses are fine, but if you'll be away from home please make arrangements to have someone accept deliveries, or tell us to hold shipment until after New Year's Day.)

**LEAD TIME:** We try to ship orders within 1-2 business days of receipt. However, special orders, unusually large quantities, and seasonal rushes (such as Back To School season) and ordinary staff illness or vacations may cause temporary stock shortages, work overload, and shipment delays. We apologize in advance if we're usually fast, but occasionally just ordinary speed!

**BACKORDERS:** To save you shipping charges and avoid confusing your receiving department, if an item on your order is temporarily out of stock but we expect to receive it in a few days, we will hold your order for a few days extra so we can ship it complete. Normally you never even notice the delay, because we are so fast!

Prices and specifications are subject to change without notice. Not responsible for typographical errors.

## PURCHASE ORDERS:

Purchase orders are accepted only from public schools, school districts, and Government Agencies and must be received **in writing** (we can not take a purchase order over the phone—difficulties with a very few districts in the past have spoiled it for everyone). A copy of the requisition you submitted to your Purchasing Department is **not sufficient**; we must have a **completed purchase order**, bearing the legible name and signature of the appropriate official(s) who can authorize the purchase, and the phone number(s) of your Purchasing and Accounting Department(s). To avoid duplication, please either **FAX** or **Mail** your purchase order, **not both.**

**PAYMENT TERMS:** Unless your district makes other arrangements with us in advance, purchase order terms are **Net 30 days**, with **1.5% monthly interest** on all past-due balances. Credit cards may be used to pay purchase orders only at time of order; after the order is shipped payment must be by check. If for any reason our invoice will not be processed immediately (for example, if school is closed for vacation or extended holiday), please be sure to note that on the purchase order, and we can plan the ship date accordingly. If a later delivery date is not specified, **we assume that all orders are for immediate delivery, and we must insist on timely payment. New orders cannot be shipped to districts with delinquent accounts.**

**SUMMER ORDERS:** Due to school closures and vacations, **purchase orders received after May 1 and not displaying a specific earlier ship date will be scheduled to ship to arrive after August 1.** If you need to receive your order before September 1, be sure to put an actual calendar date on the order, or we must assume it is for the Fall. In other words, "ASAP" means "Please ship to arrive sometime in August." And there tend to be a lot of last-minute orders, so please encourage your purchasing department not to procrastinate, or your order might be waiting in a long line come August.

We invite you to submit your orders for the Fall as early as possible. Advise your Purchasing Department that they may submit purchase orders to us in May or June with instructions to ship and bill in August or September. Doing so will help us prepare ahead, and help ensure that you have the materials you need for the new school year. If we do not receive your order until August or September, it joins the last-minute flurry and it may take a while for us to get it to you as we process all orders first come, first served.