

■ Terms and Conditions

Money-Back Guarantee

Use our resources in your school for 30 days. If for any reason during that time you feel they aren't well worth the price paid, return them in salable condition with a note telling us why. You'll receive a prompt, complete credit or refund of the purchase price. Please call (800) 547-6747 for an authorization number and procedures before returning.

PLACING YOUR ORDER

Purchase Orders

We accept signed Purchase Orders by fax, e-mail, and mail. We find that e-mail is the most reliable transmission method and encourage you to send your Purchase Order to customerservice@cambiumlearning.com. If you fax or e-mail your order, please do not mail us a copy; otherwise, your order could be duplicated. The Purchase Order must include "Bill To" and "Ship To" addresses and a Purchase Order number. Discrepancies in pricing, taxes, or shipping costs may delay order processing—please check your order carefully. Materials are shipped ground service unless faster service is specified on your order. (See "Rush Delivery" for additional information.) We cannot accept Purchase Orders by phone. Requisitions are not an acceptable alternative to signed Purchase Orders.

Web Site Orders

Customers may place orders via our Web site, www.sopriswest.com, 24 hours a day. Please note that if you place an online order using a Purchase Order, you will still need to fax a copy of the Purchase Order and a Certificate of Tax Exemption (if applicable) to (866) 645-5448. Customers placing orders online using their institution's credit card must fax us a copy of their credit card or credit card statement and applicable tax-exempt information.

Credit Card Orders

We accept VISA and MasterCard (prepaid) orders by fax or mail (with an Order Form), by phone, or online (See "Web Site Orders" for details). When calling, please have your credit card and product codes ready.

Tax-Exempt Status

A Certificate of Tax Exemption must be on file or included with your order. Please mail or fax this with your order; otherwise, order processing may be delayed, or taxes may be applied.

SHIPPING

If there is a specific date by which you need your materials, please let us know at the time you place your order.

Normal Delivery

Our normal order processing time is quite fast; most orders are shipped between 3 and 4 business days from order receipt (October–May). During the summer, orders ship 5–7 business days from order receipt. To receive status updates on your shipment, please be sure to provide your e-mail address when you place your order.

Rush Delivery

Rush orders must be received in Customer Service by 11:00 a.m. Mountain Time in order to be shipped that day. Otherwise, they will be shipped the following business day. When placing the order, please specify: Overnight, Second Day, or Third Day shipping. Approximate costs (which vary based on product purchase price, weight, and destination) are as follows: Overnight, 40%; Second Day, 30%; and Third Day, 20%. Please call Customer Service in order to calculate exact charges for your rush order.

Shipping and Handling Charges

Orders of \$1.00–\$99.99, 12% (\$4 minimum). Orders of \$100.00–\$99,999.99, 10%. Orders of \$100,000.00–\$499,999.99, 8%. Orders of \$500,000.00 and over, 6%.

Canadian Order Fulfillment

For all Canadian orders, please contact our Canadian distributors directly. West Canadian orders should be placed with our Alberta distributor, The Teacher's Book Depository, by calling (800) 661-1959 or (780) 453-7092 or faxing to (780) 451-3958. East Canadian orders should be placed with our Ontario distributor, Intellectual Property Ltd., by calling (866) 888-8861 or faxing to (888) 847-4891.

Prices

Prices are effective January 1, 2009. All prices are subject to change without notice. Call (800) 547-6747 to verify prices and/or request an updated catalog.

Other International Shipments

International orders require prepayment via credit card, wireless transfer, or a check that draws funds from a U.S.-based account. To ensure timely order processing, customers should call Customer Service for a quote that includes shipping before sending payment. You will be charged the actual cost of shipping, plus a service charge. The service charge, 5% of the actual product purchase price, offsets the extra preparation involved in international shipping.

Return Policy

If for any reason you wish to return the products you purchased, you must return them within 30 days of receipt for a full credit or refund. To ensure proper credit or refund, you must call (800) 547-6747 for an authorization number and procedures before returning an item. Products returned after 30 days will be subject to a 15% restocking fee. Products cannot be returned after 90 days from the date of shipment. Kits, Classroom Sets, etc., must be returned in their entirety. We cannot switch components or issue partial credits. If you find an error on your packing slip, or if your order was filled incorrectly, please notify Customer Service within 10 business days of receipt. We will do our best to rectify any discrepancies promptly.

Return Shipping

You are responsible for the cost of return shipping. Returned goods must be shipped via UPS or FedEx. All returned materials must be in salable condition. Please package returns carefully so that they are not damaged in transit, and limit the weight of your boxes to 50 pounds. If we receive damaged goods and you would like them returned to you, you must pay the return shipping costs. Shipping address for returns:

Sopris West Educational Services

4185 Salazar Way

Frederick, CO 80504

Business Hours

7:00 a.m.–5:00 p.m. Mountain Time, Monday–Friday

Customer Service

Please contact us at (800) 547-6747 or via e-mail at customerservice@cambiumlearning.com

