
Wood Lake Publishing Returns and Discount Policy

Terms

New Accounts

Please request a Wood Lake Publishing credit application. New accounts will be opened on approval of credit and 100% payment of first order. If you have any questions please contact our Customer Service or Business Operation department. See inside back cover for contact details. We look forward to talking with you!

Discounts

The following discount schedule is based on the quantity of books purchased on any one order. Titles can be mixed to achieve the quantities.

Books	1-4	5-24	25-49	50-99	100-249	250-499	500-999	1000+
Discount	20%	40%	41%	42%	43%	44%	45%	46%

Freight

Resellers whose individual shipments are valued at \$500 or more will receive free freight on ground shipments within Canada. Otherwise, all terms are FOB our warehouse. Customers may opt for a minimum value on backorder shipments to avoid high shipping costs for single items. Call Customer Service for more details on this and our expedited shipping options.

Credit Terms

1.5 % per month

Returns

Items returned between 90-365 days:

- No permission required
- Must be in re-saleable condition
- Return with invoice/number
- Shipping costs pre-paid

Items returned before 90 days or after 365 days:

- Permission required
- Must be in re-saleable condition
- Return with invoice/number
- 10% re-stocking fee charged
- Shipping costs pre-paid
- No out of print items

Claims

Report short shipments, errors, or damaged books to Customer Service within 20 days of receiving. Damaged books must be returned for credit.

Examination or Desk Copies

Wood Lake Publishing will offer an examination copy to professors who wish to review a title for classroom adoption. Please contact Customer Service or send a request on school letterhead.

OR: Wood Lake Publishing will provide, on request of professors, a free desk copy with the purchase of a minimum of 10 books for class use. Send request on school letterhead including bookstore order information.

Corporate Sales

Corporate and Special Sales

Whether you represent a business looking to build brand identity, a corporation in search of a gift purchase, a charitable organization looking to spread the word, or an independent book buyer in search of a bulk discount, Wood Lake Publishing can offer you a range of creative options.

Custom-Designed Publishing

Wood Lake Publishing can custom-design any book you may wish to extend to clients, customers, or employees in support of your corporate identity. We will rebind a book cover, add an insert page on company letterhead (e.g., Message from the President),

include a cover sticker with a corporate logo or message, or provide author-signed copies. (Bulk discount pricing available on request.)

Co-op Advertising

Direct all co-op advertising enquiries to the Director of Sales. Wood Lake Publishing will consider paying up to 50% of the costs of a promotion or advertisement on the following basis: accounts may be eligible for a maximum yearly allowance of 1% of the previous year's net billings with Wood Lake Publishing, subject to the availability of co-op funds for individual titles.

*All prices in this catalogue are subject to change without notice.
Call Customer Service 1-800-663-2775 for more information.*
