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## Wood Lake Publishing Returns and Discount Policy

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### Terms

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#### 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 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. (\*Discount schedule applies to most titles)

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 prepaid

##### 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 prepaid
- 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.

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### Co-op Advertising

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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.

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

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