

HarperCollins Book Ordering Policy

Book Purchasing Policy:

Purchasing books from your local bookstore is the best option for a host. However, HarperCollins Children's Books is happy to extend special terms for books ordered for resale at an Institutional author appearance. Trade and paperback editions are available at a 40% discount off the list price. Library bindings are available at a 25% discount off the list price. Please note, if the trade edition you wish to order is not available, HarperCollins will extend a 40% discount off the library binding. **Books cannot be released before their on-sale date.**

HarperCollins Publishers has a policy that all customers should be able to purchase books at the same time. If your order comes to \$350 before the discount is applied, HarperCollins will pay the cost of shipping your order to the hosting organization. Prices are subject to change without notice.

Book Return Policy:

Books are fully returnable. You pay only for those you sell and return the rest. Your organization is responsible for the cost of shipping unsold books back to the warehouse; any shipping method you choose will be fine.

Placing Your Order:

To place an order, please call our toll free Customer Service phone number: 1-800-242-7737.

Be sure to state that you are ordering books for an author appearance in your school or library.

Also remember to get the name of the person you order the books from. The Customer Service representative will require your name, phone number, your organization's name, and address. You will need to be able to provide a purchase order number or credit card number when placing your order.

We request that you place the order at least **four to six weeks prior** to the appearance date. If you don't receive your order at least a week in advance of the visit, please contact the person you originally spoke to in Customer Service.

If any problems occur during the placing of your order, please ask the Customer Service rep for the Customer Service supervisor. If you have any questions or concerns, please feel free to contact Cherron Gardner at 212-261-6644, cherron.gardner@harpercollins.com in the School and Library Marketing Department.

Payment and Returns:

Payment can be made after the appearance for public schools and libraries. If you are returning books, we prefer that you **deduct** the dollar amount calculated for the books you are returning. If you like, you can do the calculations for the returns right on the invoice. Send your check for the books sold, along with the invoice itself, to the following address:

HarperCollins Publishers
P.O. Box 360846
Pittsburgh, PA 15251

The above address also appears on the upper left corner of the invoice. Important Note: HarperCollins must add sales tax where applicable. In the event you have been charged tax and you are eligible for a tax exemption, please enclose a copy of your tax exemption certificate and subtract the tax from your payment.

Unsold books may be returned via the shipping method of your choice to the address below. Be sure to include a note with the unsold books stating the invoice number, the titles enclosed, and the quantity of each title being returned. Our returns address is:

HarperCollins Returns Center
2205 Lincolnway
LaPorte, IN 46350

