



**HealthAdministrationPress**  
American College of Healthcare Executives

## IMPORTANT ORDERING INFORMATION

### CONTACT INFORMATION

---

For inquiries (excluding Login Brothers Canada):

**Phone: 301-362-6905**

To fax a purchase order:

**Fax: 240-396-5907**

To e-mail a purchase order:

**[hap@brightkey.net](mailto:hap@brightkey.net)**

Send all U.S. and foreign (except Canadian and Asian) orders and payments to:

HAP/ACHE Order Fulfillment Center  
P.O. Box 75145  
Baltimore, MD 21275-5145

Send all U.S. and foreign (except Canadian and Asian) returns to:

Health Administration Press  
9050 Junction Drive  
Annapolis Junction, MD 20701

### PAYMENT TERMS AND CONDITIONS

---

- New 30 days from original invoice date.
- 1.5% per month (18% annual rate) finance charge on past due amount.
- Statements will reflect account balance after open credits have been applied to open balances.
- Prices subject to change without notice.

### RETURNS POLICY

---

**For customers other than bookstores and book wholesalers:**

If you are not completely satisfied with any publication ordered, you may return it—if in original condition—within 30 days of purchase for a refund. (We do not refund shipping/handling charges.) Please include your unpaid invoice if applicable.

**For bookstores and book wholesalers:**

Please see our Returns Policy and Procedure at <http://www.ache.org/PUBS/returns.cfm>

## QUANTITY DISCOUNTS\*

---

# Copies	Discount
10-24	15%
25-49	20%
50-74	25%
75-99	30%
100-299	40%
300+	50%

**\*Bookstores and book wholesalers are not eligible for these discounts.**

For bookstores/wholesaler discount information, please call 301-362-6905.

## FOR ORDERS SHIPPING WITHIN THE U.S.

---

- For **Self-Study course** orders there is a flat fee of \$15 for shipping one or more Self-Study courses and accompanying books.
- All U.S. orders are shipped via UPS ground unless otherwise specified.
- Rush shipping is available for an additional fee. Please call (301) 362-6905 for more information.
- See “Shipping/Handling Fees” chart below for UPS ground shipping/handling charges for orders less than \$1,000. For orders more than \$1,001, please call (301) 362-6905 for a shipping/handling quote.

### SHIPPING FEES

Order Total	Shipping/Handling Fee
Up to \$50	\$7.50
\$51 - \$100	\$10.00
\$101 - \$200	\$15.00
\$201 - \$300	\$20.95
\$301 - \$400	\$26.90
\$401 - \$500	\$32.85
\$501 - \$600	\$38.80
\$601 - \$700	\$44.75
\$701 - \$800	\$50.70
\$801 - \$900	\$56.65
\$901 - \$1,000	\$62.60

## **FOR ORDERS SHIPPING WITHIN THE U.S., CONT.**

---

- There is a handling fee for all orders shipped UPS Consignee and Federal Express Third Party Billing. Please see the “Consignee Handling Fee” chart below.

### **CONSIGNEE HANDLING FEES**

<b>Order Total</b>	<b>Consignee Handling Fee</b>
Up to \$100	\$5.50
\$101 - \$200	\$6.00
\$201 - \$300	\$6.50
\$301 - \$400	\$7.00
\$401 - \$500	\$7.50
\$501 - \$600	\$8.00
\$601 - \$700	\$8.50
\$701 - \$800	\$9.00
\$801 - \$900	\$9.50
\$901 - \$1,000	\$10.00
\$1,000 +	\$10.50

## **TO PLACE AN ORDER SHIPPING TO CANADA**

---

Please contact our Canadian distributor Login Brothers Canada at (800) 665-1148. For **Self-Study courses** there is a flat fee of \$25 for shipping one or more Self-Study courses and accompanying books to Canada. The customer will be responsible for duties and taxes.

## **TO PLACE AN ORDER SHIPPING TO ASIA**

---

Please contact one of our Asian distributors. [Click here](#) for a list of our Asian distributors listed by country.

## **FOR ORDERS SHIPPING OUTSIDE THE U.S. (EXCLUDING CANADA AND ASIA)**

---

- Shipping/handling charges are 45% of the total merchandise price.
- The customer will be responsible for customs fees, duties and taxes.
- For Self-Study courses there is a flat fee of \$100 for shipping one or more Self-Study courses and accompanying books.