

IMPORTANT - PLEASE READ

CONTACT INFORMATION

For inquiries (excluding Login Brothers Canada):

Phone: 301-362-6905

To fax a purchase order:

Fax: 301-206-9789

To e-mail a purchase order:

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

To place an order shipping to Canada:

Please contact our Canadian distributor Login Brothers Canada at (800) 665-1148. To order **Self-Study courses** please contact the HAP/ACHE Order Fulfillment Center. There is a flat fee of \$25 for shipping one or more Self-Study courses and accompanying books (customers are 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.

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.

SHIPPING & HANDLING 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.
- See the “Shipping/Handling Fees” chart below for UPS ground shipping/handling charges for orders less than \$1,000. For orders more than \$1001, please call (301) 362-6905 for a shipping/handling quote.

SHIPPING/HANDLING FEES

Order Total	Shipping/Handling Fee
Up to \$50	\$7.50
\$51 - \$100	\$10.00
\$1.01 - \$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

- Rush shipping is available for an additional fee. Please call (301) 362-6905 for more information.
- There is a handling fee for all orders shipped UPS Consignee and Federal Express Third Party Billing. Please see the following “Consignee Handling Fee” chart.

CONSIGNEE HANDLING FEES

Order Total	Consignee Handling Fee
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
\$1,001 +	\$ 10.50

SHIPPING & HANDLING 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.
- For **Self-Study course orders** there is a flat fee of \$100 for shipping one or more Self-Study courses and accompanying books (customers are responsible for duties and taxes).