

# ***IMPORTANT \* PLEASE READ***

## **CONTACT INFORMATION**

For inquiries (excluding Login Brothers Canada):

**Phone: 301/362-6905**

To fax a purchase order:

**Fax: 301/206-9789**

## **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 AND 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 ½ % 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.

## **RETURN POLICY**

For customer 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:**

- Publication(s) must be returned within one year from date of purchase.
- Publication(s) that are out of print more than six months are not returnable.
- Publication(s) must be free from marks and other damage and in resalable condition. If books are returned damaged, you will be notified to issue a call tag to pick up the merchandise. If the books are not picked up within 30 days, they will be forfeited.
- Prior authorization to return publications is not required.
- A copy of the invoice or the corresponding invoice number must be included with the return.
- A restocking fee of 10% of the price of the returned books will be deducted from the credit memo, when the original order is for 10 copies or more of a specific title, and 50% or more of the quantity ordered is returned.
- Returns should be sent via a traceable, signature-required method (UPS, Federal Express, Certified Mail, or Registered mail.)
- All damages/shortage must be reported to Health Administration Press within 3 weeks of receipt of merchandise. Failure to do so will result in the denial of claims against the order.
- All credit memos will be refunded 365 days from the date the credit was issued.

**QUANTITY DISCOUNTS**

- Orders for 10-24 copies of a single publication receive a 15% discount.
- Orders for 25-49 copies or more of a single publication receive a 20% discount.
- Orders for 50-74 copies or more of a single publication receive a 25% discount.
- Orders for 75-99 copies or more of a single publication receive a 30% discount.
- Orders for 100-299 copies or more of a single publication receive a 40% discount.
- 300 copies or more of a single publication receive a 50% discount.

**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 “Consignee Handling Fee” chart below.

### CONSIGNEE HANDLING FEES

*Effective 9/1/2009*

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).