

# HOW TO Order:

if you FAX  
print & fax ALL  
forms to # below

Productive Education LLC 2008-2009 Ordering Information  
TERMS AND POLICIES

## School Orders:

Schools can order with a valid PO# using the FAX ordering procedure. (1) First Request a quote using the on-line quotation form. (2) Once you have your school requirements completely defined and a formal quote has been provided, then just FAX in your order along with your valid PO# using the FAX ordering Procedure. The FAX ordering procedure can be easily found in the shopping cart by printing the pdf forms referenced in the shopping page. Any School order for a minimum of 30 or more students (typically an entire class or grade) will get a 10% discount on the total product order.

## Individuals or Buying Groups:

For individuals or buying groups, your order must be prepaid or billed to a credit card for shipment to proceed. Please order on-line using the PAYPAL credit card payment procedure or select one of the CC's. If using PAYPAL, set account up first, then just check this payment method on checkout. Individuals ordering for 15 or more students, please contact us first so we can provide you an authorized discount and discuss your shipping and handling requirements.

## Approved Mentors/Tutors:

Discounts are available to Mentors/Tutors purchasing in bulk for 30 or more students. Any discount which is offered shall be applied to the total dollar amount of product on a per order basis using solely the bulk purchase price for products on the current price list. If you seek to become an authorized mentor/tutor, you can select this program in the online shopping cart. You will be set up with a unique identification in our system and you will be provided a regular discount on your orders based on your volume purchases. The initial discount provided for mentors/tutors will depend on your initial order. Please contact us via email at the website or address below and tell us your order type and requirements and we will provide discount details. Shipping & handling is added to all orders. If in doubt, email us to confirm.

## Payment Terms:

Terms are offered only on valid PO's. Terms are net 30 days after receipt of invoice. Accounts must be current before subsequent shipments can be made. Past due accounts will be billed 1.5% per month finance charge. Poorly maintained accounts will not be entitled to special offers.

## Returns Policy:

Returns will be accepted solely on "like new condition" with the contents unopened. Your return must include the invoice number and the date. Any items received that are not "like new" will regrettably not receive credit and will not be sent back to you. Credit may be applied to future purchases only. We do not provide for any cash refunds. You are responsible for all return shipping costs and for proper packing. A 15% restocking charge will be applied to all returns before any credits are applied.



## Packing:

We ship only in prepacked quantities, split boxes, or by the case. Cased can be picked in an assembly line but do not include displays. The number of units in a shipment will vary depending on your specific order. Any special packaging must be preapproved and referenced on the confirmed order form. Please use the order form to specify details. All orders will be subject to a 5% handling charge.

## Freight:

All shipments, including back orders, are F.O.B. our domestic drop ship source, which may vary depending on which products are ordered. Shipping costs are calculated based on weight. Select a shipping method best suited for your order. Once a shipment is signed for, PE LLC will not be responsible for any box shortages. Any shortage must be reported directly to the carrier at time of receipt. Please notify us for our records if this occurs.

## Claims:

Any claims or non-receipt as well as requests for proof-of-delivery must be made within 15 days of the invoiced ship date. Invoice number and date must be included with any claim. PE LLC does not accept responsibility for merchandise damaged in transit. In these cases recipient should accept shipment and file a claim with the carrier.

## General terms:

Sometimes prices and freight charges may increase due to reasons that are out of our control, so they are subject to change without notice. PE LLC reserves the right to discontinue any product without notice. Please contact us to request a price quote prior to ordering to prevent any easily avoided problems. If there is a change that will affect more than 5% on an order already placed, we will contact you and make sure you still want to place the order. We respect your privacy and will not give, sell or rent your info to ANYONE.

## Need help?

For additional information or to contact us for any reason:

email: [webmaster@bookwindows.com](mailto:webmaster@bookwindows.com)\*

phone: 508-370-0228

fax: 508-460-9277\*

mail: PE LLC

attn: Order Processing

945 Concord St.

Framingham MA 01701 v.6-2008/09-20080421

\*Please provide a clear & concise description of your inquiry.