

CLA **ORDERING INFORMATION**

DISCOUNTS

Discounts for bookstores, resellers or large volume purchases are available upon request. For more information, contact the CLA office.

TERMS

Current CLA members and customers with CLA accounts receive automatic credit (net 30 days) for orders. Non-members must send pre-payment with orders.

CREDIT CARD SERVICES

CLA accepts VISA and MasterCard.

DELIVERY

All book orders are shipped via Canada Post unless the customer requests otherwise. Special shipping requests will be accommodated when possible and will be invoiced accordingly.

RETURN POLICY FOR BOOKS

Books may be returned for credit up to 3 months from date of invoice. A **REQUEST TO RETURN BOOKS** must be in writing and include invoice date and number, for invoices older than 3 months. Returned books must be in re-saleable condition, i.e., clean and unmarked. Credit cannot exceed the value of the original invoice. All books returned must be properly packaged and **POSTAGE – PAID**. Damaged/Imperfect Books received from CLA must be reported within 30 days of the invoice date. Replacement copies will be provided. Short shipments must be reported within 30 days of invoice date. Customer Service, questions and/or concerns please contact the Order Desk at 613-232-9625, extension 310 or by e-mail at orders@cla.ca.

SHIPPING AND HANDLING CHARGES

Basic handling charge \$4.00. Please add shipping charges for *each* book shipped:

BOOK PRICE	SHIPPING CHARGE
Under \$10.00	\$2.00
\$10.00 - 29.99	\$3.00
\$30.00 - 49.99	\$4.00
\$50.00 - 69.99	\$5.00
\$70.00 - 99.99	\$6.00
\$100.00 and over	\$7.00

NOTE: Due to the size and weight of some book orders, shipping charges may vary.