





## CUSTOMER SERVICE AND ORDERING INFORMATION

### Customer Service: 1-800-321-4332

#### Call to:

- Place your order
- Get help with your order
- Find out how to reach your Educational Sales Consultant
- Request a catalog or brochures
- Get copyright or other information

Visit Ballard & Tighe's web site for information about materials in this catalog, or to access web-based resources, and product alignment information.

**www.ballard-tighe.com**

**e-mail: info@ballard-tighe.com**

### Our Guarantee

*We offer the best products and customer service in English language development, and we want you to be completely satisfied.*

- Any shipping errors by Ballard & Tighe will be corrected promptly at our expense.
- Any defective materials will be replaced at our expense.
- Upon receipt, please examine materials carefully before stamping or marking them in any way.
- Call Customer Service immediately at 1-800-321-4332 if there are discrepancies in your order.

### FREE Sample Materials

Please call, fax, or e-mail us to request free sample materials. Or visit **www.ballard-tighe.com/resources/samplers** and fill out a sampler request form.

### Shipping and Handling

Most orders are shipped within five working days of receipt and our usual method of shipment is United Parcel Service (UPS). Allow 2-3 weeks for delivery. Select one of the following shipping options when placing your order. **These charges are approximate. If percentages do not cover actual shipping charges, actual shipping charges plus handling will be charged.**

- UPS Ground Service at 7½% to areas west of the Mississippi River and 10% to areas east of the Mississippi River.  
Minimum shipping charge is \$6.50.
- UPS 3rd Day Select at 12%.  
Minimum shipping charge is \$9.00.
- UPS 2nd Day Air at 15%.  
Minimum shipping charge is \$13.00.
- UPS Next Day Air at 20%.  
Minimum shipping charge is \$27.00.
- AK, HI, and foreign country shipments will be billed actual shipping charges plus handling.

**NOTE:** Customers may save on shipping/handling for orders over \$5,000. Contact Customer Service at 1-800-321-4332 for confirmation of shipping and handling charges.

### Prices and Terms

Prices and any purchase agreement plans are subject to change without notice. Accounts are due and payable within 30 days of invoice. All orders are F.O.B. shipping point, Brea, California.

## Returns and Exchanges

If you discover that you made an error on your purchase order or if you wish to exchange materials, please call Ballard & Tighe for approval before returning any materials.\*

The following conditions apply to returns and exchanges:

- Returns and exchanges will be accepted within 30 days of receipt at customer's warehouse/site.
- Materials returned must be the current edition, be in print, and be in resalable condition.
- All returned materials must be unmarked or be in the original box. Prepackaged items must have their original wrappers on them.

Call 1-800-321-4332 to receive approval for returns. After receiving approval to return materials, please follow these steps:

1. Pack materials carefully and send them to us (at your expense). We recommend that you insure all return packages.
2. Include a copy of the invoice or a note indicating the invoice number in all packages.
3. Send returns to:

**Ballard & Tighe, Publishers**  
c/o Returns Department  
471 Atlas Street  
Brea, CA 92821

NOTE: The original shipping and handling charges will be retained by Ballard & Tighe, and there will be additional shipping and handling charges incurred to cover the delivery of new materials on exchanges.

\*Credit will be given on account upon receipt of materials at Ballard & Tighe.

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