FAX 1-800-621-8476

CALL TOLL-FREE

1-800-621-2736 Monday–Friday, 8:30 a.m. to 4:30 p.m. Central Time International orders (non-toll free) **1-773-702-7010**

We've

moved

MAIL

Chicago Distribution Center Attn: ALA 11030 S. Langley Ave. Chicago, IL 60628

E-MAIL

SHIP TO:

alastore@ala.org



ALA MEMBER # _____

HOME ORGANIZATION

(Must provide to receive an ALA member discount)

EMAIL (REQUIRED in case we have questions about your order.)

DAYTIME PHONE:

(Extension)

METHOD OF PAYMENT

Check or money order enclosed \$_____ (Make payable to ALA)

Bill my library, school, or organization.

Purchase Order #_____ (Only for billed orders to libraries, schools, or other organizations. For first-time orders, please see below for details.) PLEASE ATTACH PURCHASE ORDER.

BILL TO:

NAME		NAME				
TITLE			TITLE			
ORGANIZATION			ORGANIZATION			
ADDRESS (UPS does not deliver to P.O. Boxes)			ADDRESS (UPS does not deliver to P.O. Boxes)			
CITY	STATE	ZIP		STATE	7IP	

ISBN13 / ITEM#	DESCRIPTION	QTY.	UNIT PRICE	10% MEMBER DISCOUNT*	TOTAL (QTY. × UNIT PRICE – DISCOUNT)
METHOD OF SHIPPING	SHIPPING & HANDLING WILL BE ADDED	TO AL	L ORDERS.	SUBTOTAL	

Orders are usually sent via UPS, FedEx, or USPS. For questions about shipping or special shipping needs, please call 800-621-2736.

*Member discounts do not apply to special offers or sets.

** Please add appropriate sales tax. If you are unsure of your tax rate, call 1-800-621-2736 for assistance. If you are tax exempt, please include a copy of your tax-exempt certificate with your order.

SHIPPING & HANDLING	WILL BE ADDED	IO ALL	ORDERS
Within the US:	\$100 to \$1/	19 99	\$ 16

\$0 to \$24.99\$11	\$150 to \$199.99\$21
\$25 to \$49.99\$12	\$200 to \$999.9912%
\$50 to \$99.99 \$13	\$1,000+ Call 800-621-2736

Shipping & handling charges are estimated and only finalized when the carrier validates the ship-to address. For more information visit alastore.ala.org.

FEDERAL TAX I.D. NUMBER

ESTIMATED SHIPPING/HANDLING

(Library, Bookstore)

ORDERING & POLICY INFORMATION

SHIPPING

Except P.O. boxes, all orders are sent via FedEx or UPS Ground for guaranteed safe delivery, unless otherwise specified. Allow 2 weeks for delivery. For questions regarding shipments or for a quote on alternative shipping methods, call Customer Service at 1-800-621-2736.

SATISFACTION GUARANTEED

If your purchase does not meet your expectations, we will replace your merchandise, credit your account, or issue a full refund. Just follow our simple return procedures on the back of your packing slip or, for faster service, call Customer Service at 1-800-621-2736.Please ship returns to: **Chicago Distribution Center, Attn: ALA, 11030 S. Langley Ave., Chicago, IL 60628.**

BILLING

Orders from established organizational accounts can be billed. To open an organizational account, see ordering information provided below. Purchase orders are accepted via email, fax, and mail. Individuals must prepay by credit card or check/money order.

ORGANIZATIONAL ACCOUNTS

ALA organizational members and libraries, schools, and other educational groups which have established accounts in good standing, can be billed. If your organization does not have an open business account with ALA, your first order must be prepaid. Credit references may be required for large orders. If you have questions, please call Customer Service at 800-621-2736.

SALES TAX **

(see chart on left)

ORDER TOTAL

FACET PUBLISHING, UK

ALA is the US distributor of Facet Publishing, the publishing arm of the UK Chartered Institute of Library and Information Professionals CILIP, 7 Ridgmount Street, London WC1E 7AE, www.facetpublishing.co.uk. For customers wishing to purchase Facet Publishing titles outside the US and Canada, please contact Facet at +44 (0)20 4513 2831 or email info@facetpublishing.co.uk.