

Ordering Information

Please Note: Our policies have changed and are effective January 2010. Prices, availability, and policies are subject to change without notice.

Payments: All orders must be prepaid by major credit card, cash, check, or money order in U.S. dollars only. An additional \$25 processing fee must be added to checks not drawn on U.S. banks.

Discounts: A 20% discount will be given for orders exceeding US\$500. No other discounts will be given.

To receive the above discount, please print the order form from our website, include bill-to, ship-to, credit card information, and fax to 301-864-6310 or email your order information to orders@dunwoodypress.com (secured website). You can also mail a bank check or money order to: 6525 Belcrest Road, Suite 460, Hyattsville, MD 20782.

To expedite your order more efficiently, please be sure bill-to address matches credit card statement address.

Shipping: Free shipping within the U.S. for orders exceeding US\$100. Website shipping options apply.

Tax: Virginia residents will be taxed 5% (ship-to address).

Return Policy: For a full refund, returns must be sent postage paid within one week of receipt and arrive back to us in like-new condition. A 30% restocking fee will apply if books are returned within 30 days. No refund will be given for books returned after 30 days. Audio purchases cannot be returned.

Damaged Order Policy: Always check your package before signing the UPS or FedEx receipt. By signing your UPS or FedEx receipt, you are acknowledging that your order was received in good condition. Point out any damage to your UPS or FedEx driver. Open the package in the presence of the UPS or FedEx driver if you suspect your shipment could be damaged. If USPS delivered your order, please mark your order "Return to Sender" and return package to your USPS mail carrier.

Replacement Policy: Any order that has VISIBLE DAMAGE must be refused. Please notify our sales department (contact@dunwoodypress.com) of this refusal and we will reship your order in a timely manner. If your order had "Hidden Damage" please call our sales department at 1-301-864-6310 and explain the problem in detail (domestic orders only).

Please place your order directly on our website at www.dunwoodypress.com or email your order to our secure email address orders@dunwoodypress.com.

Checks and money orders (U.S. dollars only) can be sent payable to:

Dunwoody Press

6525 Belcrest Road, Suite 460

Hyattsville, MD 20782, USA

Voice/Fax: 1-301-864-6310

E-mail: contact@dunwoodypress.com