

Guilford Publications, Inc.

370 Seventh Avenue, Suite 1200 | New York, NY 10001-1020
800-365-7006 | 212-431-9800 | www.guilford.com

INFORMATION FOR WHOLESALERS

All Orders

Guilford Press
attn: Order Dept
370 Seventh Ave, Ste 1200
New York, NY 10001-1020

U.S. Returns

Guilford Press - Returns
c/o Maple Press Distribution
60 Grumbacher Rd/l-83 Industrial Pk
York, PA 17406

Canadian Returns

Guilford Press - Returns
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34 Armstrong Ave
Georgetown, ONT L7G 4R9

Order by:

Phone: 800-365-7006, ext 1 **Email:** orders@guilford.com **Internet:** www.guilford.com/reseller

EDI: via Pubnet, SAN 2129442. Contact Christopher Etsell (see below) for non-Pubnet EDI options.

Sales Contact: Anne Patota, Sales Director, 800-365-7006, ext 217, Anne.Patota@guilford.com

Customer Service: 800-365-7006, ext 1, orders@guilford.com

Fulfillment Manager: Christopher Etsell, 800-365-7006, ext 260, Christopher.Etsell@guilford.com

Credit Manager: Vernita Hurston, 800-365-7006, ext 230, Vernita.Hurston@guilford.com

EDI: Guilford in-house contact/Pubnet: Christopher Etsell, 800-365-7006, ext 260, Christopher.Etsell@guilford.com

Technical Contact: Unitech EDI, 617-846-9790, info@unitech.com

Federal Tax ID Number: 13-2756263 **GST Number:** 137401014

Terms: Net 30, no cash discounts. Buyer pays shipping, FOB York, PA. Completed and approved new account application required. Prepayment may be required and will be necessary for an expedited first order. No terms or conditions other than these are accepted without countersignature by Guilford.

Order Consolidation: Available based on minimum weights or quantities. However, individual POs cannot be combined for best discount. Please contact Customer Service to discuss your requirements.

Discounts: Contact the Sales Director. Professional and Trade combine for best discount.

Drop Shipments: Wholesalers are expected to provide their own fulfillment to customers, but Guilford will make every attempt to accommodate reasonable requests. Drop shipping direct to customers is available for special circumstances, but not on an ongoing basis.

RETURNS:

Period of Eligibility: Life of edition plus 180 days. No overstock returns prior to 90 days from invoice date.

Credit: Credit allowed only on items in salable condition. Full credit with invoice information; otherwise, maximum discount and lowest price apply. Returns for credit against past or future invoices only.

Overstock Returns: Shipments must include a packing slip that identifies: firm returning the items; quantity of each item returned; invoice number; date of invoice. Returns that lack invoice information will be credited at the highest discount on our schedule and lowest historical price. Please note our Pennsylvania returns address above; a 10% surcharge will be applied to credits for returns shipped to our New York office. Customers are advised to use traceable shipping methods. Guilford will not be responsible for items returned that our not our publication.

Damaged/Defective Returns, Shortages, or Incorrect Shipments: Please notify customer service within 30 days of receipt, specify replacement or credit with your returns, and be sure to include a packing slip or copy of the original invoice. Please specify the reason for the return. You can receive credit for damaged or defective books without the inconvenience of shipping, contact customer service for details.