PENGUIN
YOUNG READERS GROUP

Book Ordering Policy

ORDERING INFORMATION:

Book orders for author/illustrator appearances receive a 40% discount.

The books are fully returnable and payment is only required for books sold during the author appearance.

Penguin pays for the standard cost of shipping, but for a RUSH order, you will be charged extra.

We strongly encourage you to place your book order at least 6-8 weeks in advance.

TO ORDER BOOKS:

Call Author Appearance Order Processing at 866-206-5865
Fax your order to 201-256-0013 Attn. Author Appearances
or
Email orders to Author.Appearace.Order@us.penguingroup.com

When ordering, please provide the following information: appearance date, desired arrival date, shipping address, billing name and address (or account number, if you have an account with PGI), contact name and phone number, titles of the books, quantities for each title, ISBN for each title, and any special instructions.

TO PAY FOR BOOKS:

You may prepay the order by check, if time permits, or by credit card. If you would like to prepay by credit card, please provide the instruction "call for credit card information." Please do not include personal credit card information anywhere on the order.

If you are unable to prepay we will establish an account for your school or library. To establish an account we require all of the information above submitted to us on a document with the school's or library's letterhead, as well as a copy of your tax exempt certificate. We are required to charge sales tax if no certificate is received.

ORDER TRACKING:

Order Tracking: If books have not arrived ten working days before your need-by date, do not call PGI Author Appearances. Call Customer Service at 800-631-8571. Please be sure to have your purchase order and the date of your order on-hand when making the call.

RETURNING BOOKS:

Unsold books are returnable provided they are in good condition; signed books are returnable provided they are not dated or personalized.

You must pay for return postage.

Books should be sent with a copy of the original packing slip, or a packing slip supplying your organization's name and account number and marked "Author Appearance Return". If you return books via the U. S. Postal Service, please insure the package(s) so that you have a receipt.

Send to:

PENGUIN GROUP (USA) INC.,
1 GROSSET DRIVE
KIRKWOOD, NY 13795.

A credit memo will be issued to your account upon receipt of your return. Please allow at least 3 weeks for credits to be issued.