

Drop Ship Account Procedures:

- All orders must be pre-paid with credit card. We do not keep credit information on file so you must supply it with every order.
- You may “right-click” and save any of our web-optimized book images for your website. However you may not take any banners or images that have Craftsman’s logo or would otherwise deceive your customer into thinking they are purchasing from Craftsman Book Company.
- You are not allowed to offer any e-books or software downloads which include the free trial downloads.
- Your first order must be sent to my attention at: johnson@costbook.com to establish your account with prepayment by credit card– all orders thereafter should be sent to: orders@costbook.com or received via Fax: 760-438-0398 with credit card information on order.
- Orders must be received before 12 pm (noon) Pacific Standard Time to be entered that business day.
- Orders received after the deadline will not be processed until the next business day. Orders received after 12 will be added to the orders for the next morning and applied towards that discount.
- Discounts are as follows: (based on quantity of books in all orders invoiced for the day)
 - 1-4 books ordered = 33%
 - 5+ books ordered = 40%
- Orders received before the deadline are processed the same day, and shipped the next business day.
- The **only** orders shipped the same day are 3 day, 2 day or next day shipping, if received prior to 12pm. UPS, Priority Mail, and Media Mail all ship the next business day.
- Prices and availability are subject to change at any time. Please provide us with an email address to receive up-to-date title information.
- Any “Sale” prices on www.craftsman-book.com will not be extended to resellers. All orders will be processed off of our list pricing.
- We prefer not to ship UPS to Canada due to unknown duty fees and taxes. If you would still like to ship UPS to Canada please advise your customers of the duty fees and taxes that may be due upon delivery.
- We do not insure or have tracking information for orders sent via media mail or priority mail.
- Tracking numbers for shipments will be sent to you via email when the package is shipped.
- If shipping company charges fees for incorrect address information, those fees will be charged to your account.
- In your orders, please make sure to include either your customer number or your billing address. We need one or the other to find you in our order entry system.

RETURNS: If an order is returned by your customer, a refund for the book(s) will be issued to your credit card less any shipping charges. If an order is returned by the shipping company as undeliverable and Craftsman shipped to the address provided, you will be liable for any additional costs incurred by Craftsman. If the order needs to be reshipped to a corrected address, the new shipping costs must be paid by you prior to shipping. You will also be responsible for any charges assessed by UPS to correct an address.

If you have any questions about the above, please feel free to ask

Jennifer Johnson

Marketing Manager

johnson@costbook.com