



# DBIA BOOKSTORE ORDERING INFORMATION

- Please review the information on page one of this form to ensure the accuracy of your order
- Orders are processed and shipped within two business days after received at the DBIA office
- If any of the books or items is on backorder, you will be notified and we will place your order on hold until the complete order is ready. You may incur additional charges if you request a partial order to be shipped
- DBIA reserves the right to change or adjust the Total Amount Due if added incorrectly by the customer
- We offer discounts to all our DBIA Members. For information about your membership or to become a member please contact the DBIA Membership Department at 202-682-0110 or [membership@DBIA.org](mailto:membership@DBIA.org)

## PLEASE SUBMIT YOUR ORDER BY:

**FAX:**  
1-202-982-5877

**E-MAIL:**  
[bookstore@DBIA.org](mailto:bookstore@DBIA.org)

**REGULAR MAIL:**  
**DBIA**  
**Attn: Bookstore**  
**1100 H Street NW, Ste 500**  
**Washington, DC 20005**

**TELEPHONE:**  
(Monday Through Friday 9:00 am-5:00 pm EST)

**Toll Free: 1-866-692-0110**

**Direct Dial: 1-202-682-0110**

## SHIPPING AND HANDLING RATES

### ALL ORDERS:

- All books are sent via Federal Express Ground and are delivered in five to ten business days after being shipped from DBIA
- Federal Express does not deliver to P O Boxes; a street address is required for all orders
- Rush Delivery is available at an additional cost (please see table below)
- If you need a delivery quote, please contact DBIA at [bookstore@DBIA.org](mailto:bookstore@DBIA.org) or by phone at 1-202-682-0110
- Recipients of international deliveries are responsible for any additional charges added by their country's customs office (customs fees, duties, and/or other taxes)

PRICE OF MERCHANDISE	SHIPPING & HANDLING CHARGE
\$ 0.00 - \$ 25.00 =====>	\$ 8.00
\$ 25.01 - \$ 50.00 =====>	\$12.00
\$ 50.01 - \$ 75.00 =====>	\$16.00
\$ 75.01 - \$100.00 =====>	\$20.00
\$100.01 - \$125.00 =====>	\$25.00
\$125.00 + =====>	\$40.00
RUSH Deliveries = Next Day or Saturday Deliveries (Not available in all areas; address verification with Federal Express will be needed)=>	An additional Rush Handling Fee of \$20.00 applies.

## RETURNS

- Books can be returned up to 30 days after their delivery date
- Books can only be returned if they are in their original condition (Books that have been labeled or damaged are not returnable)
- CDs are not returnable unless they are defective. Defective CDs will be replaced with a similar CD and sent to the customer at no extra charge; no refunds will be issued.
- Shipping and handling charges are not refundable
- If the incorrect item is sent to you, please contact us at [bookstore@DBIA.org](mailto:bookstore@DBIA.org) and we will provide you with the information needed to return the item. We will also ship the correct item to you at no extra cost.

## QUESTIONS?

Please contact the DBIA Bookstore Monday through Friday from 9:00 am - 5:00 pm Eastern Standard Time(EST) by email at [bookstore@DBIA.org](mailto:bookstore@DBIA.org), by telephone at 1-866-692-0110 or 202-682-0110, or by fax at 202-982-5877.