

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

PLEASE SUBMIT YOUR ORDER BY:

FAX:
1-202-982-5877

E-MAIL:
pcarpio@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

ON THE WEB:
<http://www.dbia.org/pubs/bookstore/>

SHIPPING AND HANDLING RATES

ALL ORDERS:

- All books orders in the Continental United States are sent via Federal Express Ground or Standard Overnight for Rush Deliveries. International Orders are sent via USPS International Priority or Express Mail International for Rush Deliveries. (Rush Delivery is available at an additional cost, please see table below)
- Federal Express does not deliver to P O Boxes; a street address is required for all orders
- If you need a delivery quote, please contact DBIA at pcarpio@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
\$125.01 + =====>	\$40.00
RUSH Deliveries (Next Business Day - Not available in all areas; address verification with Federal Express will be needed) Add an Extra =====>	\$20.00

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)
- **Electronic and Downloadable products are not returnable.** This includes all downloadable contracts, forms and CDs. 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 an incorrect item is sent to you, please contact us at pcarpio@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 pcarpio@DBIA.org, by telephone at 1-866-692-0110 or 202-682-0110, or by fax at 202-982-5877.