

ORDER AND SERVICE INFORMATION

ORDERING

Our website may be used to create an order list or district requisition for attaching to a district or school purchase order or sending to us as a cash order with payment. Current account holders may submit an order directly from the website if using internal funds for payment.

All other orders should show the following information to ensure accuracy and the fastest service:

- Your FSBD account number as it appears on your most recent invoice or statement.
- Date of order.
- Purchase order number if available.
- Ship to address and bill to address if different.
- FSBD catalog code number.
- Quantity of each item.
- Title. Including grade level and publisher name is helpful.
- Catalog price of each item. If item qualifies as free material, put "Free" in price column.
- Total amount for each item.
- Total of all items before transportation.
- Name and phone number of the person responsible for order.

FAX Orders. Do not fax school board orders without our authorization. Mark all orders to be faxed "Faxed (date) No original will follow" and do not send an original. Customers are responsible for duplicated orders if we receive more than one copy.

RECEIVING YOUR ORDER

When receiving a truck or parcel company shipment, it is your responsibility to inspect and count all cartons with the driver and to sign for the exact number and condition received. Note any damages, shortages, or overages on the freight bill or delivery sheet. The delivering company assumes responsibility for all material shipped but a claim cannot be filed without a signed delivery receipt noting the exceptions. Florida School Book Depository will file a claim for you if you have a properly documented and signed freight bill.

Please check the contents of your order against the packing list as soon as the order is received.

Do not stamp or mark material until the order is verified. Stamped material cannot be returned for credit.

AUTHORIZED RETURN FORM SHOULD BE INCLUDED IN YOUR RETURN SHIPMENT

ORDERS & CORRESPONDENCE

PO Box 6578

Jacksonville, FL 32236

PHONE

FAX

WEBSITE

OVERAGES, SHORTAGES, DAMAGES, AND DEFECTIVES

Please notify our Customer Service Department immediately of any overage, shortage, damage, or defective in your order, referencing the appropriate invoice number. For overages, damages, and defectives we will provide return documentation and shipping arrangements. All discrepancies will be handled as soon as reported. Our website provides interactive forms for this reporting at www.fsb.com.

RETURNS FOR CREDIT

If you need to return any material from your order, please use the following procedure:

- Complete a Return Authorization Request using the form on our website: www.fsb.com, or in the back of our catalog, or call Customer Service.
- Please request Return Authorization to avoid unidentifiable or non-stocked materials being returned to you at your cost.
- Using a separate form for each invoice involved, provide all information indicated and submit.
- Material must be the current edition and have been received within the last 120 days. Material ordered in the summer months may be returned up to 120 days from September 1.
- Adopted material going off contract in the current year must be returned by March 1.
- Material must not be marked, stamped or shelf worn and must be in perfect resalable condition.
- Kits and resource materials must be returned in original packaging. Any items not suitable for resale will be returned at the customer's expense.
- Any free material received related to return items must also be returned or your account will be charged for their cost.
- The customer is responsible for return transportation. Insurance may be added to parcel returns for protection from loss. Truck returns may be sent **freight collect**; the charges will be deducted from any credit. Saia Motor Freight Company at 800-765-7242 is recommended for favorable rates.
- Authorization will be returned to you via the fax number you provide.
- On receiving return authorization approval, enclose it with return material and ship to the address on the approval and original packing list:

Florida School Book Depository, *at either*
1125 Ellis Rd N *or*
350 Ellis Rd N
Jacksonville, FL 32254.

904-781-7191

800-447-7957

904-781-3486

See FAX note above

www.fsb.com

RETURN SHIPMENTS

1125 Ellis Rd N

OR 350 Ellis Rd N

Jacksonville, FL 32254