



Trade Ordering & Return Information

Ordering Information

All Trade orders should be directed to:

United Church Resource Distribution
25 Connell Court, Unit 2
Toronto, Ontario, Canada
M8Z 1E8

Telephone: 416-253-5456
1-800-288-7365
Fax: 416-253-1630
1-888-858-8358
E-mail: ucrd@united-church.ca

All sales outside Canada are in Canadian dollars unless otherwise indicated. All U.S. orders will be shipped by United Parcel Service (UPS), unless otherwise requested. Where custom broker services are required, all related charges are to be paid by addressee, direct to the broker.

Terms. Net 30 days. Interest of 1.5% per month will be charged on past due accounts. Your cooperation in meeting our terms would be appreciated.

Returns Policy on United Church Publishing House Books

Returns from Canadian and U.S. accounts are to be sent prepaid by mail to the United Church Resource Distribution. Please do not use UPS to return books.

The following conditions apply to returns:

- a) Invoice number, invoice date, ISBN, title, quantity and discount must accompany your **request**.
- b) Credit will be allowed only for books received in original saleable condition.
- c) Books must have been purchased not less than three months and not more than 12 months prior to return.
- d) Return shipping/brokerage costs are the responsibility of the customer.
- e) UCRD reserves the right to give advance notice of limitation of returns privileges, e.g., in the case of a needed reprint, quantity purchasers may be requested in writing to return excess stock or consider the purchase firm.
- f) Defective copies must be so labelled.
- g) No claims for adjustments will be considered more than six weeks after the date of invoice.
- h) Prior permission must be obtained for the return of all materials.

Trade discount schedule

Effective February 1, 2004

These discounts do not apply to individual purchases.

United Church Publishing House resources

- 1-4 - 20% discount
- 5 or more - 40%

Voices United resources

- 1 or more 10%

United Church General Council Office produced material - 10%

- Plus actual shipping and handling costs
- Plus GST on Canadian orders