

## **ATP 2016 - IEC Terms and Conditions**

(Authorized Chapters, Contractors, Members, Students and Affiliate Organizations/Companies)

### **Textbook and Curriculum Ordering, Payment, Claims and Returns Policies**

#### **Account Number:**

All approved IEC Chapters with established ATP account numbers will continue to use their existing account number when placing orders. All IEC Chapters and Contractors not having an ATP account number will need complete the ATP Credit Application Form to be supplied to all chapters not less than 90 days prior to the summer ordering period beginning on July 1st.

#### **To Open An Account:**

Complete the ATP Credit Application, with required financial documents.  
Supply a Tax Exempt Certificate (if applicable)  
Supply one bank reference and two customer references (one with comparable credit limit)  
A credit limit exceeding \$5,000 may require additional information.

#### **Customer Service Contacts:**

Customer Service: 866-216-2002  
Customer Service email: [service@atplearning.com](mailto:service@atplearning.com)  
Order Placement with live Customer Service: 866-216-2002  
Order Placement by fax: 708-957-1101  
Order Placement by email: [order@atplearning.com](mailto:order@atplearning.com)  
Order Placement online: [www.IECTraining.com](http://www.IECTraining.com)

#### **Order Placement:**

**Only authorized IEC Chapters, IEC Contractors and students, and authorized affiliate organizations/companies may order textbooks, curriculum guides and all learning kits and instructor materials from ATP.** Any individual students ordering will be verified with the Customer Service Coordinator and will be provided credentials and passwords for the student, e-commerce site.

#### **Online Ordering**

Visit [IECTraining.com](http://IECTraining.com) for IEC ordering. Guided instructions on the use of this site can be supplied via webinar for groups by ATP Team members to any IEC Client.

#### **Student Online Ordering**

Any chapter that will be using individual student ordering will be asked to work directly with the ATP/IEC Customer Services Coordinator to be trained on all procedures and security surrounding this ordering process.

## **General Policies for All Order Placement:**

Every order form shall include a statement in accordance with the intent of the following:

“By placing this order, the customer agrees to the pricing and terms and conditions expressed herein and further agrees that these terms and conditions supersede any other representations, either written or verbal.”

Textbooks and Curriculum will be available for shipping for the fall school term beginning July 1st.

Orders will be shipped from ATP's warehouse in Homewood, IL.

Charges for shipping and local state tax will be designated separately on each invoice. Customers are responsible for actual shipping/transportation charges. Shipping charges are based on standard UPS and vary according to weight, delivery method (standard, 2nd day, Overnight) and distance/zip code. A UPS shipping chart can be provided to allow chapters to estimate shipping charges. Any chapter wishing to receive an estimate on shipping may call Customer Service.

UPS Ground is ATP's standard shipping vendor. All shipments are typically shipped by UPS Ground or Freight, unless instructed otherwise by IEC Purchaser. Order Forms will provide a set of boxes to be checked to indicate preferred shipping method. Pallet level shipments are typically handled by UPS Freight for orders over 1000 pounds. UPS freight and other truck shipments are typically delivered outside unless inside delivery is specifically requested at time of order and paid for by the customer.

All orders are subject to Credit Department approval and must be accompanied by credit card payment up front or be invoiced and paid by check or money order to the remit-to address on the invoice. Due to privacy and security issues, no credit card information will be shared via email or fax, and ATP will assume no responsibility for credit card information shared in this unsecure manner.

All telephone lines will be manned by the ATP Customer Service and Order Entry to assist with all orders placed via telephone, fax or email, Monday-Friday from 7:00 am to 5:00 pm Central Time (CT), excluding federally recognized holidays or closure of the offices due to any force majeure. Orders placed while the ATP offices are closed will be processed the next business day.

Orders received will be shipped by the next business day. Note: Very large orders should be coordinated in advance with Customer Service to ensure this timeline can be met.

Rush orders shall be accepted for same day shipment up to 11:00 am CT.

Orders should be placed on approved IEC Order Forms or online. Phone, mail or email orders should include the following:

1. Ship to Location
2. Bill to Information (street address, phone number, and email address)
3. Shipping Method (regular ground shipping, 2nd day air, or overnight)

#### 4. Items Ordered (item numbers and quantities)

Please note that a UPS shipping chart can be provided to each chapter showing standard shipping times and rates from the ATP warehouse. A quote can be given for shipping, but actual charges will apply on all orders.

#### **Expedited Shipping:**

Expedited shipping (guaranteed processing and shipping the same day) is available. Rates will be set according to method of shipping, weight, and distance. Note: while estimates of shipping charges can be provided upon request, processing of such quotes may result in delays of the actual shipment.

#### **Additional Shipping Service:**

Any Additional Shipping Services outside those noted above must be coordinated through Customer Service. Pick up service may be arranged with our warehouse. Customers wishing to pick up orders must specify pick up at time of order and arrange pick up time during regular warehouse hours, weekdays between 9:00 am and 5:00 pm CT.

#### **Billing and Payment Terms**

Payment for goods may be made by check, money order or credit card (VISA, MasterCard, or American Express). Checks or money orders should be used to pay for an order that has been invoiced. All payments must be remitted to American Technical Publishers.

Payment address:

American Technical Publishers  
10100 Orland Parkway, Suite 200  
Orland Park IL 60467-5756

Authorized IEC Chapters, Contractors and members submitting an appropriate purchase order will be invoiced at date of shipment. Terms of payment are 30 days net receipt of the date of invoice. Failure to pay within the 45 days of the date of the invoice may result in delay of future shipments as a credit hold will be placed upon delinquent accounts until unpaid balances are received.

IEC Purchasers will pay the costs and expenses incurred in shipping all Products and Course Packages hereunder, via either UPS, or similar freight carriers as requested by the IEC Purchasers. Such cost is based on standard carrier rates that vary according to shipment method, weight and distance

Any payment concerns should be directed to ATP's Customer Service.

#### **Returns Policy**

Books returned must be in new resalable condition. Non print media must be unopened. Return shall be accompanied by original invoice number. All new resalable items may be returned for credit within nine months of invoice date. Approved returns shall be credited to the customer account within 30 days of the receipt of the return. Credit balances on the customer account will be refunded to the customer only if requested in writing. Refunds will be issued within 30 days of the request.

Returns should be shipped prepaid by traceable means to the address below:

ATTN: Book Returns  
American Technical Publishers, Inc.  
1155 West 175<sup>th</sup> Street  
Homewood IL 60430-4600

### **Damaged Titles**

Titles damaged in transit by the carrier must be reported immediately to the carrier.

Defective materials should be reported to Customer Service. Defective materials will be replaced, or credit issued, at the discretion of ATP.

### **Eligible Titles**

All returns must be in condition to be resold as new, currently available for sale, and accompanied by available invoice information (indicating the invoice number). Credit will be issued at the referenced invoice price within nine months of purchase date. Credit memos for any accepted return will be issued within 30 days of receipt of the returns by ATP.

### **Multimedia**

Multimedia, including software in the form of floppy discs, CD-ROMs, video and audio tapes and CDs, plus PIN codes for Internet access, are ineligible for returns crediting if the sealed packaging is opened.

### **No Restocking Fee**

There is no restocking fee for returning eligible products to ATP.

### **Freight Charges**

Freight charges for returns are the customer's responsibility unless previously authorized by ATP.

### **Estimated Price for Student Replacement Pieces:**

Final prices will be determined once manuscript files are received and 3<sup>rd</sup> party contract negotiations for each school year are completed. Estimated prices will be published not later than March 15<sup>th</sup>.

### **Questions/Disputes**

If you have any questions, contact Customer Service. For further information/assistance please contact:

John Shimala

1-800-323-3471

[John.Shimala@atplearning.com](mailto:John.Shimala@atplearning.com)

(Revised 3/22/16)