

Gracias! Thank you for your interest in Workplace Spanish® materials. This page will answer frequent questions about our order process, delivery timetable, payment, and return information. Additional information on delivery timing and our return policies are detailed elsewhere in this document.

ORDERING & PAYMENT INFORMATION

1. **ORDERING – ALL ORDERS MUST BE PLACED ON OUR WEBSITE.** We do NOT accept phone, mail or fax orders unless they are a confirmation of an order already placed on our website. No exceptions. Orders are subject to our [Terms & Conditions of Sale](#).
2. **PAYMENT** – we accept all major credit cards. A receipt is e-mailed to you after the order is complete. Be sure that your spam filter allows e-mails from “workplacespanish.com” in order to receive the order confirmation & receipt.
3. **PURCHASE ORDERS** – are accepted from known businesses, government and educational organizations. They must exceed \$150 in value. First time customers are asked to pay by credit card to establish credit with us.
4. **BOOKSTORES** – all orders must be prepaid. Special shipping is available for Follett and Barnes & Noble stores.
5. **CREDIT CARD REJECTIONS** – these are typically the result of inaccurate information. Please double check your billing name & address, account number, expiration date and security code. Repeated attempts to use a card that has been rejected will result in “fraud declines”. Use a different card or re-check all information and re-enter later.

SHIPPING INFORMATION

1. **WE SHIP THE NEXT BUSINESS DAY** – if we receive your order by 5:00 PM EST, it generally will ship the next business day. Low stock conditions, high demand, or prior orders may delay your shipment. We will notify you if your shipment will be delayed by more than one day.
2. **ALLOW ENOUGH TIME TO RECEIVE YOUR ORDER!** It is your responsibility to allow enough time to receive your order. We strive to maintain adequate inventory but unusually high demand or large orders may cause a delay in shipping your order. If it’s “going to be close” then you may want to consider 2nd day or Next day air shipment.
3. **NEXT DAY AND 2ND DAY AIR SHIPMENTS** – are shipped the “next business day” as outlined in #1 above. You will receive them on the next business day or 2nd business day after the order has shipped.
4. **WE CANNOT “GUARANTEE THE DATE” YOU WILL RECEIVE YOUR ORDER.** Although UPS and the postal service are very dependable, weather delays, lost shipments, etc., can cause delays. Depending on your location and chosen shipping method, it can take anywhere from 2 days to 10 days for delivery.
5. **TRACKING NUMBERS** – a tracking number is sent to the “ship to” e-mail address used when placing the order. This allows you to track your order through the UPS website. If you use a spam filter, it must allow e-mails from “UPS.com” to receive tracking information. US Mail shipments do not get a tracking number.

RETURN POLICIES & PROCEDURES

1. **DEFECTIVE MATERIALS** – Workplace Spanish® products are guaranteed to be free of defects in materials or workmanship. Defective products will be replaced promptly at no charge – notification must be made by e-mail within 7 days of receipt and exchanges must be made within 30 days of receipt. Return authorization required.
2. **CONSUMER ORDERS OF INDIVIDUAL BOOKS** – we offer a 30-day (from receipt) satisfaction guarantee of individual books for consumer use, or business examination. Customers who are not pleased should contact us by e-mail for a return authorization.
3. **BUSINESS – BOOKSTORE – COLLEGE ORDERS** – we offer a 60-day return policy from date of order. Restocking charges of 10% apply and a return authorization is required. See return policy at the end of this document.

SHIPPING & DELIVERY INFORMATION



Workplace Spanish® materials are shipped from a distribution center in Kennesaw, Georgia 30152, using UPS and US Mail. Please read this important information on shipping and delivery.

- Orders received before 4:00 PM EST are shipped on the next business day.** Orders received after 4PM will be shipped on the 2nd business day. NOTE: ORDERS ARE NOT SHIPPED THE SAME DAY AS RECEIVED.
- NEXT DAY AIR or 2ND DAY AIR ORDERS** are processed as described above. On the day of shipment UPS picks up in late afternoon. You will receive your order on the next business day (or the 2nd business day) after UPS pickup (not after you place the order). UPS does not deliver on Saturday, Sunday or holidays.
- ALLOW ENOUGH TIME TO RECEIVE YOUR ORDER!** It is your responsibility to allow enough time to receive your order. We strive to maintain adequate inventory but unusually high demand or large orders may require additional processing time.
- WE CANNOT “GUARANTEE THE DATE” YOU WILL RECEIVE YOUR ORDER.** Although UPS and the postal service are very dependable, weather delays, lost shipments, etc., can cause delays beyond their control. Depending on your location and shipping method, it can take anywhere from 2 days to 10 days for delivery.
- TRACKING NUMBERS** – a tracking number is sent to the “ship to” e-mail address for UPS orders allowing you to track your order through the UPS website. If you use a spam filter, it must allow e-mails from “UPS.com” and from “WorkplaceSpanish.com” to receive receipts & tracking numbers. We do not fill out spam filter requests.

DELIVERY TIME USING UPS GROUND *(Includes order processing & shipment time)*

State	Business Days to Receive Order	State	Business Days to Receive Order	State	Business Days to Receive Order
AL	3	LA	4	NY	5
AR	4	MA	5	OH	4
AZ	6	MD	5	OK	5
CA (most)	7	ME	5	OR (most)	7
CO (east)	6	MI	4	PA	5
CO (west)	7	MN (MOST)	5	RI	5
CT	5	MO (east)	4	SC (east)	4
DC	5	MO (west)	5	SC (west)	3
DE	5	MS	4	SD	6
FL	4	MT	7	TN	4
GA	3	NC	4	TX	5
IA (east)	4	ND	6	UT	7
IA (west)	5	NE (east)	5	VA	4
ID (most)	7	NE (west)	6	WA	7
IL	4	NH	5	WI (north)	5
IN	4	NJ	5	WI (south)	4
KS	5	NM	6	WV	4
KY	4	NV	7	WY	7

Example of Ground Delivery Time – If you order on a Monday before 4 PM – and it takes 3 business days to receive your order – it would arrive on Friday of the same week.

Example of 2nd Day Air Delivery Time – If you order on a Monday before 4 PM – your order will be shipped Tuesday afternoon. You would receive it on Thursday (2 days after pickup & shipment by UPS).

Example of Next Day Air Delivery Time – If you order on a Thursday before 4 PM, your order will be shipped Friday afternoon. It would be delivered the following Monday (the next business day).

FOR: Colleges - Adult Education Organizations - Bookstores **Rev. 12/15/09**

- a) **DEFECTIVE MATERIALS** – We will gladly exchange materials that have printing or recording defects, or are missing pages, CDs or CD-ROMs at no charge. We must be notified within 2 weeks (10 business days) after receipt. Examine your shipment carefully. Exchanges must be made for the same title and must be completed within 30 days or receipt.

- b) **SURPLUS or OVERPURCHASED MATERIALS** bought for class instruction - we will extend return privileges based on the parameters listed below:
 - Returns must be for books purchased to conduct classes. A minimum of 3 books must be returned. We will not accept returns of 1 or 2 books due to the cost of handling and processing.
 - Returns **MUST** be sent back within 60 days from date of purchase. We will not accept returns sent beyond this period.
 - Returned products must be unused, carefully packed, and in resalable condition. Our distribution center will be the sole judge of whether a return is acceptable. You will be notified if a return is not acceptable which means credit will not be issued for the item(s).
 - A restocking fee of 10% will be deducted from your credit. We do not refund shipping charges. Products must be returned to us freight prepaid.
 - You must obtain a Return Goods Authorization number (RGA #) prior to returning any items for credit or exchange. This is done by sending an e-mail to: [Returns@WorkplaceSpanish.com](mailto>Returns@WorkplaceSpanish.com) with the following information:

Customer / Company Name	
Order # and Order Date	
Contact Name & Phone	
Contact e-mail address	
Item Name & ISBN number	
Quantity to be Returned	
Reason for Return	

- We will reply to your e-mail within 2 business days. If your return is approved we will provide you with an RGA number that must be included on your Pack Slip.

All returns must be shipped to the address below. Returns shipped to any other address will not receive credit.

Workplace Spanish, Inc. Distribution Center
8575 Cobb International Blvd.
Kennesaw, Georgia 30153
Attn: Workplace Spanish RGA #XXXX

NOTE: WE RESERVE THE RIGHT TO LIMIT THE FREQUENCY OF RETURNS AND THE NUMBER OF BOOKS BEING RETURNED.

FOR: Consumer Purchases & Business Orders of Individual Books **Rev. 12/15/09**

- c) **DEFECTIVE MATERIALS** – We will gladly exchange materials that have printing or recording defects, or are missing pages, CDs or CD-ROMs at no charge. We must be notified within 2 weeks (10 business days) after receipt. Examine your shipment carefully. Exchanges must be made for the same title and must be completed within 30 days or receipt.

- a) **DID NOT LIKE or DOES NOT MEET YOUR NEEDS** – We will extend return privileges based on the parameters listed below:
 - Returns must be for books that were actually purchased. Sample copies or evaluation copies are not returnable for credit.

 - Returns **MUST** be sent back within 30 days from date of purchase. Returns received beyond this period will not be accepted and credit will not be issued. They will not be returned to you unless they are shipped back on a freight collect basis.

 - Returned products must be unused, carefully packed, and in resalable condition. Our distribution center will be the sole judge of whether a return is acceptable. You will be notified if a return is not acceptable which means credit will not be issued for the item(s).

 - We do not refund shipping charges. Returns must be sent to us freight prepaid.

 - You must obtain a Return Goods Authorization number (RGA #) prior to returning any items for credit or exchange. This is done by sending an e-mail to: [Returns@WorkplaceSpanish.com](mailto>Returns@WorkplaceSpanish.com) with the following information:

Customer & Company Name	
Order # and Order Date	
Contact Name	
Contact Phone	
Contact e-mail address	
Item Name or ISBN number	
Quantity to be Returned	
Reason for Return	

- We will reply to your e-mail within 2 business days. If your return is approved we will provide you with an RGA number that must be included with your return shipment.

All returns must be shipped to the following address:

Workplace Spanish, Inc. Distribution Center
8575 Cobb International Blvd.
Kennesaw, Georgia 30153
Attn: Workplace Spanish RGA #XXXX

Returns shipped to any other address will not receive credit.

NOTE: WE RESERVE THE RIGHT TO LIMIT THE FREQUENCY OF RETURNS AND THE NUMBER OF BOOKS BEING RETURNED.