

MEMO

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ORDERING FROM WORKPLACE SPANISH, INC. -- FOR FOLLETT STORES

Please know that we greatly value and appreciate your business. As with all companies we have certain ordering procedures that must be followed before an order can be accepted and processed. These steps are outlined below:

1. All bookstore (Follett & non-Follett) orders must be prepaid by check or credit card. We accept American Express, MasterCard and Visa.
2. All orders must be placed on our website. Even if you issue a check with purchase order, you or your accounting rep must place the order on our website at www.WorkplaceSpanish.com/orders. This web page lists current prices and current ISBN numbers for all of our titles.
3. An e-mail address is required for both the “Ship to” and “bill to” person. This is part of our online order process. The “Ship to” person will receive a tracking number from UPS or FedEx via e-mail.
4. One of our shipping options is: “For Follett Bookstores only” – if you choose this option, the order will be shipped using your company’s FedEx account number. It will be shipped by ground service unless you contact us and request expedited delivery.
5. You will receive an email order confirmation once your order has been completed on our website. This confirmation also serves as your receipt for credit card purchases.
6. In many cases, Follett stores must contact their accounting rep at Follett FHEG headquarters to have the accounting rep place the order with a credit card or check. Either the store or the accounting rep should then place the order on our website. Otherwise the order will not be accepted and processed.
7. Return information is on the next page.

We strive to provide excellent service and appreciate your cooperation with our order process.

Should you have any questions, please call us at (770) 993-4075 ----- or contact us by e-mail at: orders@WorkplaceSpanish.com.

Thank you.

The Workplace Spanish Team

(Updated 8/10/10)

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.