



# Standard Terms and Conditions

## ORDERING METHODS

### ONLINE

Go to our Online Bookstore to browse through our products. Use the search box if you have the 13 digit ISBN number for the product you are looking for. When you find an item to purchase, indicate the quantity and click the "Add to Cart" button. When you are ready to checkout, log into your account or use our "guest checkout" feature. You must have a credit card to complete the transaction. All transactions are made using a secure site to protect your information. If you have a promotion code, be sure to enter it where indicated at checkout.

### BY EMAIL

Complete our order form or send us your signed purchase order to [sales@paxenpublishing.com](mailto:sales@paxenpublishing.com)

### BY MAIL

Send your purchase order or completed order form to the following address:

Paxen Publishing c/o Customer Service  
2194 Highway A1A, Suite 208  
Indian Harbour Bch, FL 32937

## ORDER PROCESSING

We process all orders within 48 hours of receipt and ship via UPS ground. Please note that UPS does not ship to P.O. box number.

## INDIVIDUAL ORDERS

For purchases from an individual, prepayment is required in the form of a credit card. We accept American Express®, Discover®, MasterCard® and Visa®. We also accept money orders and/or checks made payable to Paxen Publishing.

## PHONE

If you have questions about our products, or need assistance with how to place an order, please call Customer service at 866.547.1895

## CONSUMER PROTECTION

In order to protect the security and integrity of materials that are intended to be used and administered only by professional educators, it is the policy of Paxen Publishing to ship certain materials only to teachers, schools, school districts and home schools. Individuals placing orders may be asked to furnish a teaching certification in order to ensure against students ordering teacher materials and to protect our customers. When ordering, include your school address and position. Commercial resale of products purchased through our website is not allowed without written permission from our executive team. Violations of this clause will result in your order being canceled with no refund, or require the return of the purchased items at the buyers expense.

## METHODS OF PAYMENT

All orders require a prepayment unless you're using an organization Purchase Order that includes an authorize representative signature. We accept the following credit cards: American Express®, Discover®, MasterCard® and Visa®, bank checks and ACH transfers.

## PRICES

Prices are subject to change without notice.

Prices quoted are list prices and apply to the education customers of Paxen Publishing. Prices are subject to change without notice and do not include transportation charges unless otherwise stated. Additionally, prices do not include sales tax. Applicable sales tax, if any, will be added to the invoice unless an appropriate tax exemption certificate has been furnished to Paxen Publishing. All orders will be filled at prices in effect upon receipt of your order.

## PAYMENT TERMS

Accounts must be paid net 30 days. Purchasers who do not have accounts should include payment with the order, including 10.5% to cover shipping and handling service fees, and tax if applicable. A tax exempt certificate must be received to apply tax-exempt status to new and or established accounts. Purchase order with signature of authorized representative are required if billing net 30 days is requested.

## CREDIT CARD ORDERS

VISA®, MasterCard®, Discover® Card, or American Express® are accepted via our online store at [paxenpublishing.com](http://paxenpublishing.com) or through our customer service department at 866.547.1895. To utilize a credit card via a call to customer service you need to previously submit your order to [sales@paxenpublishing.com](mailto:sales@paxenpublishing.com). Information you will need to provide related to the credit card includes: the name as it appears on the credit card, credit card number, cardholder's full billing address, expiration date of the card, security (CVV) code, and a daytime phone number. All credit card orders must include shipping service fees plus applicable sales tax.

## PURCHASE AUTHORIZATION

By ordering Products, Purchaser represents and warrants that it has complied with any and all of its own requirements necessary to authorize the purchase. Purchaser is solely responsible for all purchase decisions, including purchase order authorization and guarantee of payment.

## TRANSPORTATION AND HANDLING COSTS

All our orders ship F.O.B. shipping point (whether a Paxen Publishing facility or a third party facility). When shipping by standard carrier (UPS/Fedex) the cost of shipping is calculated by taking the final price and adding 10.5%. A minimum charge of \$10.00 applies to orders under \$100. Please allow three weeks for normal delivery. Expedited delivery is available for an additional fee. When Purchaser requests to ship on their freight account, a 4% handling fee will be added to the order to cover shipping preparation and handling expenses. When shipping outside of the continental USA freight forwarder services will be used and price has to be quoted prior to final sale. Shipping costs quoted are estimates and may vary from the actual final costs.

## RETURNS OF PRODUCTS

All materials, in saleable condition, may be returned for credit or a full refund, minus shipping charges, within 60 days of purchase only after an RMA has been processed and approved. Requests to return material after 60 days of purchase are not guaranteed, and will be subject to review on a case by case basis for approval or rejection based on time lapse from the 60 day mark and other conditions. If the RMA is approved a 20% restocking fee will apply, and shipping charges will be the Purchaser's responsibility. You may contact us to start processing the request for an RMA via email at [customerservice@paxenpublishing.com](mailto:customerservice@paxenpublishing.com). When you ship back the materials please enclose in the packing slip, your original invoice and the approved RMA form. If no invoice, packing slip or return authorization is included, you may not receive credit for your return. If returned material is not in resalable condition you will not receive a credit. For your protection, send the materials by an insurable method and properly package your return before shipping. All software and digital products are non-returnable. We do not accept returns for materials that are out of print, print on demand or have not been approved for an RMA prior to being received by our warehouse. Please ship any returns to:

VRC c/o Paxen Publishing  
401 Commerce Blvd  
Oldsmar, FL 34677

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