



Tips for successful ordering from overseas/Canada

E-mail your order to: orders@incredibleyears.com

- **E-MAILS:** If you do not receive a reply to your e-mail within two business days, please call us. If phoning, keep in mind remember that there is an eight-hour time difference between Seattle and the UK, and nine hours difference between Seattle and Scandinavia. There is a three-hour difference plus one day for New Zealand. Seattle is in the Pacific Time zone of the United States.
- **PRICING:** Make sure you have the most current price sheet/order form – this can be accessed from our website (www.incredibleyears.com) in the “Purchase” section.
- **QUOTES:** E-mail or call ahead of time to receive a quote. If you are ordering bulk books (more than 10) or if your order exceeds \$5,000, then we figure the shipping and handling charge separate from the chart price. Send your entire order plus the delivery address when requesting a quote.
- **REQUIRED INFORMATION:** We *must* have a street address, contact name, and phone number for the shipping address. This is required on the delivery documents, and we cannot complete the shipping transaction on the UPS website without them. We can only ship to a physical address (no PO boxes).
- **BILLING:** We appreciate a contact name and phone number for the billing address as well, in case there are any issues with the payment at a later date. An invoice will be mailed (along with wire instructions) to the billing address.
- **CUSTOMS:** *Any applicable customs or duties taxes are the responsibility of the receiving agency.* If the driver arrives with your cartons and requests Cash on Delivery, please understand that it is for customs or applicable taxes. It is not an additional delivery charge – we have prepaid the delivery and it is on the invoice we send to you. *We can prepay the customs and add it to your invoice, but you must let us know to do this in advance.*
- **PURCHASE ORDERS:** Please provide a purchase order number if it is required by your agency to make payment.
- **PAYMENT:** We accept payment in US dollars only. You may send payment by Banker’s Draft, International Money Order, or Wire Transfer. We are NOT equipped to accept credit cards. If you need the wiring instructions, please email us at incredibleyears@incredibleyears.com. Please make cheques payable to Incredible Years, Inc.