

ORDER INFORMATION

Product Returns Policy

We urge you to order by catalogue code number and to check your entire order as soon as it is received. The most common errors are: not specifying the type of answer sheet (hand or machine scorable), or ordering total quantity of single items required instead of indicating number of packages (e.g., “35 pkg of 35” instead of “1 pkg of 35”). Refer to the catalogue or request a quote when in doubt.

Goods shipped in error, defective product and short-shipped items must be reported immediately and will be replaced at no charge. Notification must be received within two months of the original order.

Goods ordered incorrectly or no longer required may be returned within three months of our invoice date and are subject to the following conditions:

1. Test booklets, answer sheets, books, ancillaries etc. may be returned for a full refund provided all materials are in resaleable condition and are in their original **unopened packages**.
2. Kits may be returned provided a signed statement is included with the return assuring that no components have been removed or used. **There will be a 10% restocking fee deducted from the credit on all kits.**
3. **Software may not be returned for credit.** Depending on the product, demo disks, sample printouts and/or trial sets are available for customers wanting to review the product before purchasing.

Defective software may be returned, provided the customer has contacted our software support lines and the defect has been confirmed.

When returning software, the customer must clearly indicate that goods are defective and that authorization has been received.

Before sending in any returns, authorization from our **Customer Support Department (1-800-268-2222)** is required. Have your invoice ready for reference when speaking with our agents. All returns must include a copy of the invoice and reason for return. As all returned goods remain the responsibility of the customer until they are received and verified resaleable, we suggest you pack securely and forward via a traceable shipping method.

Nelson Software Support:


For assistance with CTBS/CCAT Score Conversion Software, please call 1-888-632-9512.

Volume Discounts

Customers may obtain volume discounts when ordering certain materials (as noted below) at the catalogue price. Volume discounts may not be added to other types of discounts or special offers.


The following charts reflect volume discounts given on single orders of identical items billed and shipped to a single address.

Booklets, Forms, Guides

The discount schedule below applies to current editions of CTBS and CCAT booklets, guides, GMRT booklet packages and guides marked with a  throughout the catalogue.

Quantity	Discount
1 to 29	no discount
30 to 99	5%
100 to 499	10%
500 to 999	15%
1000 to 1999	20%
2000+	25%

Answer Sheets and Software

Marked with a  through the catalogue, the discount schedule below applies to selected items for these products:

- CTBS Answer Sheets, packages of 100 (pp. 14–15)
- CCAT Answer Sheets, packages of 100 (p. 5)
- CCAT/CTBS Score Conversion Software (pp. 5, 14–15)

Quantity	Discount
1 to 4	no discount
5 to 14	5 %
15 to 29	10 %
30 +	15 %

ORDER FORM

Order by phone

1-800-268-2222

Order by fax

1-800-430-4445

Order by email

nelson.orderdesk@nelson.com
web: www.nelson.com

Order by mail

Nelson Education
1120 Birchmount Road
Toronto, ON M1K 5G4

Ship to:

Customer Name _____

Title _____

School _____

Address _____

City _____ Province _____ Postal Code _____

Telephone _____

email _____

Bill to: (if different from Ship to address)

Customer Name _____

Title _____

School _____

Address _____

City _____ Province _____ Postal Code _____

Telephone _____

email _____

Title	ISBN	Price	QTY	Amount

Payment:	
<input type="checkbox"/> Cheque enclosed	<input type="checkbox"/> Please Bill Me - PO # _____
<input type="checkbox"/> Credit Card	
<input type="checkbox"/> Visa	<input type="checkbox"/> MasterCard <input type="checkbox"/> AMEX
Card # _____	Expiry Date _____
Signature _____	

Subtotal	_____
Add 2% to Subtotal (min. \$7.95 Shipping)	_____
PST/QST/HST*	_____
GST 5%	_____
Total	_____

*ON schools add 8% PST to total of non-book items. Schools in QC add QST.
Schools in NS, NB, and NFLD add an additional 8% HST to total of non-book items and shipping.

Shipping charges will be added to the bill and will vary depending on weight and location.

Prices and specifications are subject to change without notice.