

Policies and Procedures

Formulations Media Inc.

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Prices

List/net prices are in Canadian dollars unless otherwise indicated. Qualified customers such as college/university bookstores, industrial and marine training centres and their instructional staff may purchase at net prices, which are discounted 25% off of list price. No additional discounts are available. Shipping/handling and taxes are extra. Terms for college-operated bookstores are net 14 days. All others require payment in advance of shipping.

Shipping

Within the Edmonton area there are no shipping or handling charges. University and college bookstore orders are usually shipped via their courier with consignee billing as they usually have a lower preferred rate. Our company is too small to qualify for bulk courier rates. Outside of the Edmonton area we are prepared to ship by any method our customers require. Unless otherwise specified, non-local orders will be sent via Canada Post. The purchaser is responsible for any additional import tax or duty levied by their government or their courier.

Returns

Custom publications may not be returned. Non-custom publications may be returned but return quantities are limited to a maximum of 10% of the most recent order for that product and must be the current edition. A full refund of the purchase price (less a 20% restocking charge) will be mailed within 30 days of receipt of the returned product(s). Software and other products may be returned for a full refund of the purchase price within 30 days if returned prepaid in original unopened packaging in new saleable condition*. Damaged products must be reported within 5 days of delivery. Returns must be pre-authorized and must be shipped according to authorization data. Returns must be received prepaid via traceable methods such as courier to Formulations Media Inc. in new saleable condition* within 60 days of our original invoice date. Formulations Media Inc. will not be responsible for unauthorized returns or untraceable merchandise. In the case of local delivery, products must be inspected at the time of delivery. Uninspected products are deemed to be received in satisfactory condition.

Instructional Copies

Free copies of book products are provided only for staff teaching a course for which that book has been adopted. A master copy of an answer manual is provided to the adopting institution. Additional useful instructional materials are usually provided as well. The answer manual and other similar provided material may be freely photocopied for instructional use while the book remains in adoption. No materials may be converted, stored or distributed in digital form without specific licensing by Formulation Media Inc. All such material must be destroyed upon termination of adoption.

Digital Licensing

Some materials are available in digital form through special licensing. Fees are based upon student enrolment. Protected systems which can be demonstrated to be secure are required. Inquire for details.

* Products must be judged by Formulations Media Inc. to be in new saleable condition. Soiled or damaged products, products with sales tags, writing or labels or similar marks cannot be accepted for refund and will only be returned at the purchaser's expense. Shrink-wrapped products must be returned in their original unopened packaging.