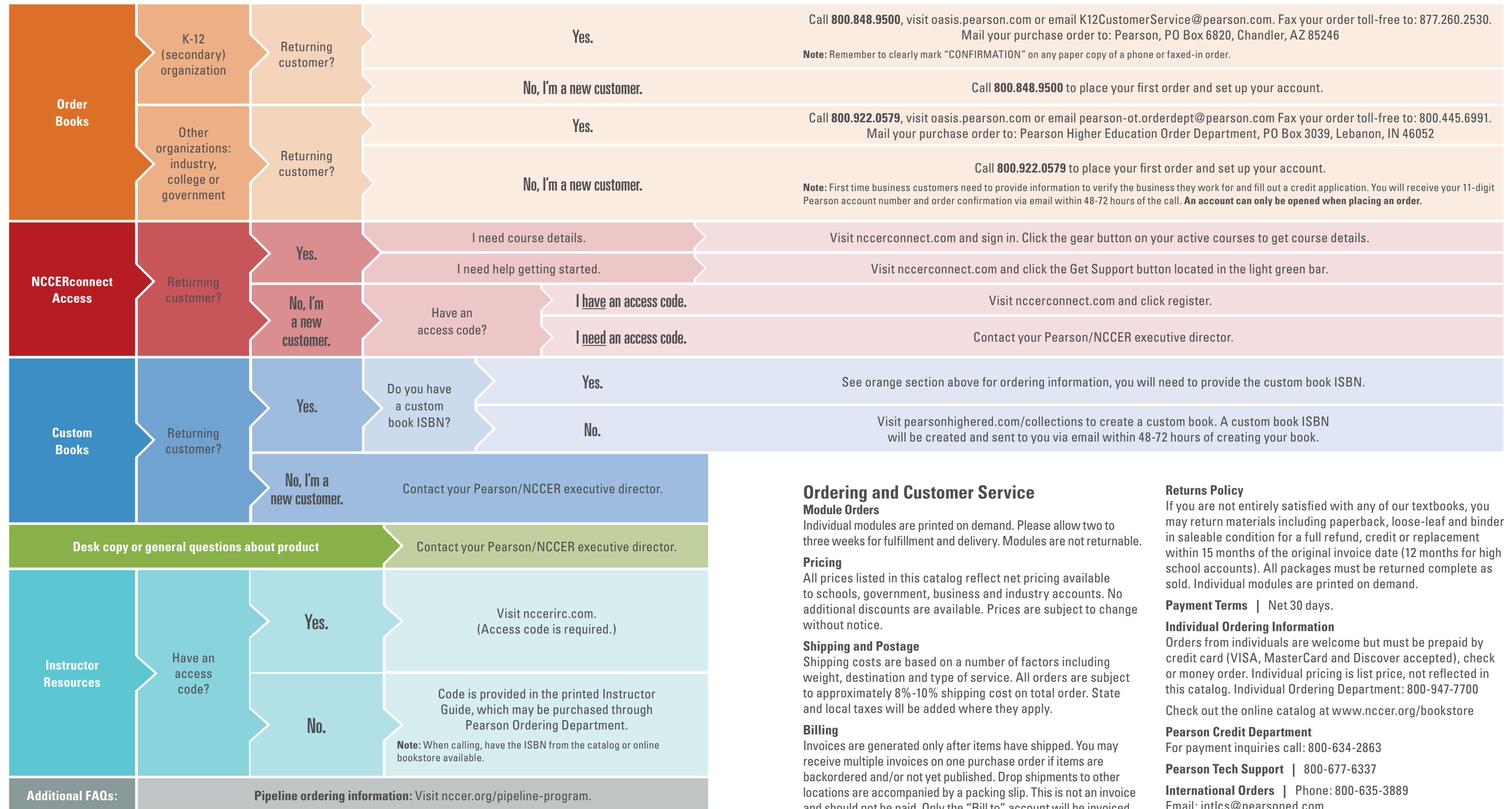


# HOW TO ORDER FLOWCHART | NCCER BOOKS



## Ordering and Customer Service

### Module Orders

Individual modules are printed on demand. Please allow two to three weeks for fulfillment and delivery. Modules are not returnable.

### Pricing

All prices listed in this catalog reflect net pricing available to schools, government, business and industry accounts. No additional discounts are available. Prices are subject to change without notice.

### Shipping and Postage

Shipping costs are based on a number of factors including weight, destination and type of service. All orders are subject to approximately 8%-10% shipping cost on total order. State and local taxes will be added where they apply.

### Billing

Invoices are generated only after items have shipped. You may receive multiple invoices on one purchase order if items are backordered and/or not yet published. Drop shipments to other locations are accompanied by a packing slip. This is not an invoice and should not be paid. Only the "Bill to" account will be invoiced.

## Returns Policy

If you are not entirely satisfied with any of our textbooks, you may return materials including paperback, loose-leaf and binder in saleable condition for a full refund, credit or replacement within 15 months of the original invoice date (12 months for high school accounts). All packages must be returned complete as sold. Individual modules are printed on demand.

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### Individual Ordering Information

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